

Instructions for the Scenarios & Apologies:

Pair up and choose one of the listed scenarios. Please take about a couple of minutes to reenact the selected scenario and then reverse each of the roles, so that both people have an opportunity to be the subject of the communication infraction and also the person who needs to recover communication as a result of their communication mistake. The person who needs to recover communication will create an apology in attempt to recover communication in the interaction. It is at the discretion of the apology recipient whether or not they are ready to accept the apology.

Scenario 1:

In team meetings, some of the men in the group frequently interrupt their female colleagues. After this happens a few times, one of the women calls you (a man in this scenario) out on it during the meeting, saying *"You guys keep interrupting the women. Can you stop and let us finish our thoughts?"*

How do you recover communication?

Scenario 2:

In a workplace discussion about years of service a colleague mentions that they are celebrating 30 years of service at the University. You exclaim, *"Shouldn't you be retired by now?!"* The colleague doesn't say anything, but clearly they are hurt by this remark.

How do you recover communication?

Scenario 3:

At a workplace event you notice a colleague not consuming much of the food and beverages, rather than making an inquiry, you loudly remark so that others hear you, *"Well, you know we're all gonna die someday; life's too short to worry about one meal! You're going to pass up a free meal?!"* The colleague is embarrassed by being the center of this unwanted attention and tactfully tries to change the subject, but you persist and they finally walk away.

How do you recover communication?

Scenario 4:

You enjoy reading and that is one of the main reasons that you work in the Library. When you learn that a colleague doesn't enjoy reading, you remark, "*Why bother working in the Library if you don't read?!*" Although the colleague may have a myriad of reasons for not being able to read and may not feel comfortable discussing those reasons, clearly offended, the colleague shuts you down abruptly with, "*Not everything is for everybody!*"

How do you recover communication?

Scenario 5:

You notice a colleague has a different hairstyle frequently, you approach her with, "*You have a new hairstyle everyday! Girlfriend, that can't be your real hair! Can I touch it?!*"**[as you reach out to do so without waiting for her to respond]**" She's clearly upset by your remark.

However do you recover communication?

Scenario 6:

In a brainstorming session, someone new to the group offers an idea. You know this has already been tried and failed, and say reflexively "*Yeah, that's not gonna work, we tried it before...moving right along!*". They stop contributing and don't speak again the rest of the meeting, not even trying to engage.

How do you recover communication?