

***What type of situations are these,
and which interpersonal techniques would be applicable?***

Customer phones up and says "Your company stinks and I'm never going to order from you again!"

You are let down at the last minute by a customer cancelling a meeting, after you have done a lot of preparatory work. You find this extremely annoying and feel that they ought to be told.

Someone in your open-plan office talks incessantly about the latest antics of their two year old daughter, and this distracts you from your work.

A colleague from work is looking at your new car and says "You shouldn't have got the 1400SLi, it's got all the wrong suspension set up and the engine is underpowered for the weight of car. I'm surprised you didn't know".

A factory supervisor, who you are in charge of, rejects your new idea on the grounds of "We've always done it this way, and it works, so why change it".

Through your window you see someone's dog leaving a deposit on your front lawn, and the owner is just visible outside your gate. The owner is a) a scruffy young lad, b) a little old lady, c) a large man with tattoos.

A customer informs you, unfairly in your opinion, "I bought one of your so-called lawn-mowers and it only lasted twelve years, and I still say it should've been capable of coping with a few bits of barbed wire in the grass".

In a lunch time conversation the office know-all says "You don't want to go to Greece, only package tourists and gullible fools go there; Cyprus is the place".

An old friend from school is visiting your house, and the problem is that his five year old son is running around, shouting, and pulling things out of cupboards and throwing them on the floor. Your friend seems to think this is normal.

Your boss says to you "I should never have agreed to letting you buy that computer. It's a waste of money and all you do is play on it all day.

A neighbour, who you think may have fleas, phones up and says "Have you got a sleeping bag I can borrow? I know I can count on you when I'm in a tight corner. It's the scouts trip at the weekend you see, and I've had a bit of an accident with mine..."

You have parked your car in a side road off the main shopping street, and just got out, when a man emerges from the house and says "You can't park there - this is my house and I always park there".