

RECOGNISING SKILL EXERCISE

Read the following statements and determine if they reflect the effective or ineffective use of the Recognizing skill/behaviour. Of those that you believe to be effective, circle the **fact** and the **feeling** in the statement.

1. "I know exactly how you must be feeling about this."

Effective Ineffective

2. "Sorry that happened, but I am sure that you will be able to get back on track soon."

Effective Ineffective

3. "You seem to be very disappointed that HO decided to go ahead with the new reporting schedule."

Effective Ineffective

4. "I gather your irritation with what is going on at the moment stems from the way the Director of Marketing responded to your question this morning during the meeting."

Effective Ineffective

5. "You sound very pleased with the results you are getting from the new sales drive and the new review process you have instituted with your sales people."

Effective Ineffective

6. "I can understand your disappointment with some of the decisions that have been made lately about the budget for the first quarter."

Effective Ineffective

7. "Your frustration is understandable, but it is time to move on."

Effective Ineffective

8. "I know I feel equally frustrated by the Corrosive Products account decision."

Effective Ineffective