



Read each situation and think about it as if you were the employee. You are given three options of how you can respond to the situation. Rate each response as Casual, Professional, or Unprofessional. When you finish your ratings, create your own scenario and response options and answer the reflection questions.

Situation 1



You are applying for a job and you forgot your interview time and date.

Rate your responses:

“Hello, I have an interview with you guys coming up and I just want to confirm the time and day.”

- Casual Professional Unprofessional

“So, I forgot when I am supposed to come in for my interview. Can you email it to me?”

- Casual Professional Unprofessional

Do nothing, they will probably call you to confirm the day and time.

- Casual Professional Unprofessional

Situation 2



Your manager tells you that part of the application process requires you to take a 60-minute computer-based test before the interview. You know that you will need some extra time to take the test.

Rate your responses:

“Taking the test is too hard, so I think it would be better if I just do an interview without taking it.”

- Casual Professional Unprofessional

“I have a disability that impacts my focus, especially during tests. I would like to ask if I can have extra time to take the test.”

- Casual Professional Unprofessional

“I read a little slower than other people. Can I have more time to take the test?”

- Casual Professional Unprofessional



Situation 3



During the interview, you are asked what days you are available to work. You know you can't work on Wednesdays because you have regular appointments scheduled that day.

Rate your responses:

“I'll work whenever. The only time I can't is when I don't want to or have an appointment.”

- Casual Professional Unprofessional

“I am flexible and looking to work at least 20 hours a week. Wednesdays are the only day that I am unavailable.”

- Casual Professional Unprofessional

“I can't work Wednesdays, but I'm cool with whenever”

- Casual Professional Unprofessional

Situation 4



The person who interviewed you calls to tell you that they appreciate you coming in for the interview, but they are going to hire someone else. They tell you to apply again in the future.

Rate your responses:

“Thank you for the opportunity to interview. I will definitely look for future job openings.”

- Casual Professional Unprofessional

“Well then, I guess interviewing was a waste of time.”

- Casual Professional Unprofessional

“That's a bummer. Thanks for calling though. Maybe I'll apply again later.”

- Casual Professional Unprofessional



Situation 5



The person who interviewed you, calls to tell you that you got the job. You want to ask when you will start working.

Rate your responses:

“Yes! I want to start on Wednesday, so I can sleep in on Tuesday.”

- Casual Professional Unprofessional

“Thank you! I am eager to get to work and join the team. What day would you like me to start?”

- Casual Professional Unprofessional

“Cool. So, when can I come in for my first day?”

- Casual Professional Unprofessional

Situation 6



You are at training, and you realize the employee handbook review is during the time where you need to take your medicine. You need to let the trainer know that you may have to step out.

Rate your responses:

“10:00 isn’t going to work for me to be in training session. Can’t you just move it?”

- Casual Professional Unprofessional

“I need to step out of this session at 10:15, but will be back by 10:20. Will that be okay?”

- Casual Professional Unprofessional

“I’m gonna have to miss a few minutes.”

- Casual Professional Unprofessional



Situation 7



On your first day, your boss greets you and tells you he wants you to sweep, sanitize all of the cabinets, turn on all of the lights, and be ready to unlock the door to let customers come in at 11:00. You usually need a written list to remember what tasks to complete. As soon as he walks away, you forget two of the directions he gave you.

Rate your responses:

Complete the ones you remember, don't worry about the other ones.

- Casual Professional Unprofessional

Follow your boss and say, "Um, you just talked way too fast, I can't remember all of those steps."

- Casual Professional Unprofessional

Complete the tasks you remember, then find your boss and say, "Hi, I was able to sweep and sanitize the cabinets. Can you remind me what the two other tasks were? I am better if I write things on a list, so I will make sure I do that next time."

- Casual Professional Unprofessional

Situation 8



You have been working for 2 weeks, and you start to realize that you are having a hard time getting to work on time. The bus usually gets you to work at 8:05, but your shift starts at 8:00.

Rate your responses:

Take the earlier route which will get you to work at 7:45. You will be 15 minutes early to your shift, but you decide to use that 15 minutes every morning to relax and listen to music before your shift starts.

- Casual Professional Unprofessional

Call your boss and say, "I take the bus to work every day, but my bus is usually here around 8:05. Can I just start my shift then?"

- Casual Professional Unprofessional

Say nothing, and just keep being late to your shift. It's only 5 minutes.

- Casual Professional Unprofessional

Situation 9



When you were offered the job, you disclosed your disability to your boss and requested an adjustable desk as a reasonable accommodation. She told you that she would make sure you got one, it just may take a couple of weeks for it to arrive. You have been using an alternate work space, but it is hard for you to be in a different area than the other employees. It has been 2 weeks and your desk has still not arrived.

Rate your responses:

You don't need to talk to anyone. Just quit your job since they aren't doing what they said they would do.

- Casual
 Professional
 Unprofessional

“I appreciate the alternate work space, but it is hard to communicate with other employees from here. I need the adjustable desk so that I can do my job. Do you have an update for when you think the desk will arrive?”

- Casual
 Professional
 Unprofessional

“I requested that desk, can you just get it for me soon please?”

- Casual
 Professional
 Unprofessional

Situation 10



It is becoming hard for you to complete the store's closing tasks of cleaning and straightening shelves. You usually take one 30-minute break for a meal, but you still have to work four hours in a row after that break. Since it is hard for you to stand and move around for that much time, you may need another break, but you do not want to disclose your disability.

Rate your responses:

“I know we get 30 minutes for a meal break, but would it be okay for me to take 15 minutes halfway through the shift and 15 minutes right before closing? I feel like I will be more productive this way.”

- Casual
 Professional
 Unprofessional

Don't ask. Just go to the back of the store for 20 minutes before the store closes and relax.

- Casual
 Professional
 Unprofessional

“Um, so my feet hurt really bad, so I need to move my break time if that's cool.”

- Casual
 Professional
 Unprofessional



**Student
Designed
Situation**



Design and Rate your responses:

- Casual Professional Unprofessional

- Casual Professional Unprofessional

- Casual Professional Unprofessional



Reflect

1. What do you think your boss or coworkers would think if you responded to all of these situations using unprofessional communication?

2. What are the benefits of using professional communication in the workplace?

3. Create your own professional response to one of the situations above.

Situation Number

My Professional Response