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| Communication Skills: Reporting Problems |
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| We often have to tell other people bad news and problems. You could be an employee telling your boss about a problem. Or you could have to share bad news with a family member.When reporting a problem, you don’t want to be dramatic and make the problem sound worse than it is. On the other hand, you don’t want the problem to sound trivial and unimportant.Use these phrases to introduce the problem in a formal situation:* I would like to bring something to your attention….
* I need to make you aware of something…
* We have had something come up….
* We need to discuss something…

Use these phrases to introduce the problem in an informal situation:* We have a problem…
* Something has happened…
* You won’t believe this but…
* We need to talk…

We then use our storytelling skills to communicate the problem. Beginning: We give the background information. Middle: We describe the problem that has occurred.Ending: We offer possible solutions.For example:Beginning: *We have had something come up. You know that we were working on getting the new computer set up? It was connected to the internet for a short time but we hadn’t had the chance to get anti-virus software on it.* Middle: *Now it looks like it has a virus. We can’t use any of the applications.*Ending: *We can try to re-load the operating system. Or we can get some technical help.* |

*A. Report the problems given below. Select an opening sentence from the choices above, and then use the beginning, middle and ending format to present the problem.*

1. A window in your house got broken by a baseball.

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2. You lost your engagement ring.

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3. You dropped your laptop at work and it is completely shattered.

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4. You had a car accident with the company car.

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5. You were playing with your son’s video games and now the Play Station doesn’t work.

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