

If True criticism	Then . . . “You’re right. I’m sorry. I’ll try to fix it.” Discuss how to fix it. Correct it.
If false accusation	Then - don’t get angry. Calmly express your confusion about an accusation. “I am confused. I did not . . . “ or “I am confused. I thought I was supposed to . . . “ Or “Can you explain what was supposed to be done?”
If it is insulting criticism	Then – use an “I” statement to express your feelings and ask them to stop talking to you that way. “I fell upset when you _____ (call me names or scream). I would like you to tell me what I did without insulting me.”

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### Scenarios for Lesson 69 role play

Scenario 1 – An employer says that the student did not file some papers according to the instructions they were given. If this is correct, then the student can agree, apologize, and ask to correct the problem. The student may want to write down the instructions so that they will remember next time.

Scenario 2 – A student is falsely accused of leaving a work space dirty, but the student was never in the work space. Show how the student can calmly express his/her confusion since he/she was not at the work space.

Scenario 3 – A student is being insulted by a co-worker for working too slowly. The co-worker says the student is “stupid” or some other insulting remark. Show how the student can respond with an “I” statement.

Scenario 4 – Employer says you took too long of a break and to get back to work. Show how the student can calmly check on how long breaks should be and agree to try harder.

Scenario 5 – Co-worker claims \$5 is gone from her locker and you took it. Show how you can reply calmly.

Scenario 6 – Co-worker introduces you to someone as “the guy on the short bus who slows us all up.” Show how to reply calmly and ask him to stop insulting you.