The Respect Card

Tips for tactful communication.

Need to be respected

Demonstrate respect

Questioning rather than commanding
Will you...?

Express doubt
I don't suppose you might...?

Hedge the request
..., if possible.

Acknowledge the impingement
I'm sure you're busy, but...

Indicate reluctance
I normally wouldn't ask, but...

Apologize
I'm sorry to bother you, but...

Acknowledge a debt
I'd be grateful if you would...

Use honorifics
Mr., Mrs., Miss, Professor, Dr. etc...

Be indirect
I'm looking for a pen.

Request forgiveness
You must forgive me but...
Could I borrow your pen?

Minimize request
I just wanted to ask you if I could use your pen

Pluralize the person responsible
We forgot to tell you that you needed
to buy your plane ticket by yesterday.

Hesitate
Can I, uh,...?

Impersonalize
Smoking is not permitted.



RISKY BEHAVIORS

Direct orders
Interrupt
Give warnings
Prohibit
Threaten
Suggestions
Reminders
Advice

Need to be valued

Demonstrate recognition

Thank
A big thank you

Wish
Be well, have a nice day.

Inquire
How are you? How is it going?

Compliment
Nice sweater.

Anticipate
You must be hungry.

Advice
Take care.

Endear
My friend, mate, buddy, pal, honey, dear, bro, guys.

Solicit agreement
You know?

Attend to others
You must be hungry, it's been a long
time since breakfast. How about some lunch?

Avoid disagreement
A: You don't like it?
B: Yes, yes I like it, um, I usually don't eat this but it's good.

Assume agreement
So, when are you coming to see us?

Hedge opinion
You really should sort of try harder.

RISKY BEHAVIORS

Embarass
Disapprove
Ignore
Openly criticize
Contempt, ridicule
Speak only about yourself
Mention taboo topics
Insults, accusations, complaints

Copyright © 2023 Stefano Mastrogiacomo
All rights reserved. www.teamalignment.co

Strategyzer
strategyzer.com