

Contents

Preface	xi
Chapter 1 The New Workplace Environment	1
Chapter 2 Workplace Bombshells	13
Workscript 2.1 Meeting your new boss	18
Workscript 2.2 Meeting your new staff	22
Workscript 2.3 Explaining a restructuring	26
Workscript 2.4 Announcing a purchase or merger	28
Workscript 2.5 Announcing a relocation	30
Chapter 3 Death Sentences	35
Workscript 3.1 Terminating a company icon	42
Workscript 3.2 You're the icon being terminated	44
Workscript 3.3 Firing a friend	46
Workscript 3.4 Being fired by a friend	48
Workscript 3.5 Terminating someone close to retirement	50

Workscript 3.6	Being terminated when close to retirement	52
Workscript 3.7	Terminating someone with a personal burden	56
Workscript 3.8	Being terminated when you have a personal burden	58
Workscript 3.9	Terminating someone, but asking them to remain available	60
Workscript 3.10	Being terminated, but asked to remain available	64
Workscript 3.11	Making an end run around your boss	66
Chapter 4	Employer Cost-Cutting	69
Workscript 4.1	Furloughing someone without pay	74
Workscript 4.2	Being furloughed without pay	76
Workscript 4.3	Turning a full-time employee into a part-timer	78
Workscript 4.4	Being asked to become a part-time employee	80
Workscript 4.5	Cutting an entire staff's pay	82
Workscript 4.6	Cutting an individual employee's pay	86
Workscript 4.7	Having your pay cut	88
Workscript 4.8	Increasing employee's hours but not pay	90
Workscript 4.9	Extending responsibilities without increasing pay	92
Workscript 4.10	Having your responsibilities increased but not your pay	94
Workscript 4.11	Reducing an employee's staff	96

Workscript 4.12	Having your staff cut	99
Workscript 4.13	Reducing an employee's budget	100
Workscript 4.14	Having your budget reduced	103
Chapter 5	On Bended Knee	105
Workscript 5.1	Responding to a raise request	112
Workscript 5.2	Requesting a raise	116
Workscript 5.3	Responding to a promotion request	118
Workscript 5.4	Requesting a promotion	121
Workscript 5.5	Responding to a budget increase request	124
Workscript 5.6	Requesting a budget increase	126
Workscript 5.7	Responding to a request for time off	128
Chapter 6	Managing Up	131
Workscript 6.1	Turning down an assignment	134
Workscript 6.2	Asking for relief from a project	138
Workscript 6.3	Asking for a deadline extension	140
Workscript 6.4	Breaking bad news to your boss	144
Workscript 6.5	Warning of potential client or customer problems	146
Workscript 6.6	Warning of potential vendor or supplier problems	148
Chapter 7	Getting Personal	151
Workscript 7.1	Asking employees to improve their appearance	154
Workscript 7.2	Asking employees to improve their hygiene	156

Workscript 7.3	Publicly putting an end to staff backstabbing	158
Workscript 7.4	Privately putting an end to staff backstabbing	160
Workscript 7.5	Confronting someone who's backstabbing you	162
Workscript 7.6	Confronting a sexual harasser	166
Workscript 7.7	Ending staff sexual harassment	168
Workscript 7.8	Refusing to cover up for a peer	170
Workscript 7.9	Ratting out a peer	172
Workscript 7.10	Putting an end to brownnosing	174
Workscript 7.11	Stopping a flirtatious employee	176
Workscript 7.12	Stopping a flirtatious peer	179
Workscript 7.13	Putting an end to staff gossiping	180
Workscript 7.14	Confronting a gossip	183
Workscript 7.15	Confronting an employee with a drinking problem	184
Workscript 7.16	Confronting a peer with a drinking problem	186
Workscript 7.17	Putting an end to Internet abuse	189
Workscript 7.18	Questioning an employee's expenses	190
Workscript 7.19	Defending your own expense report	193
Chapter 8	Looking Out for Number One	195
Workscript 8.1	Delivering a critical performance review	200
Workscript 8.2	Defending your own performance from criticism	201

Workscript 8.3	Asking an employee for self-criticism	204
Workscript 8.4	Responding to requests for self-criticism	206
Workscript 8.5	Offering suggestions for professional development	208
Workscript 8.6	Responding to suggestions for professional development	210
Workscript 8.7	Asking for a networking meeting	214
Workscript 8.8	Explaining a career shift to an interviewer	216
Workscript 8.9	Negotiating a job offer when you're still employed	218
Workscript 8.10	Negotiating a job offer when you're unemployed	220
Workscript 8.11	Giving notice	222
Epilogue		227
Index		229

<http://www.pbookshop.com>