

## Business Conversation 11: Reprimanding Your Staff

### Practice 1 | Useful Expressions

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**Directions:** Listen and repeat.

- **reprimand** - to scold someone formally and severely; to tell someone officially that you do not approve of them or their action; the act of reprimanding
- **lose one's temper** - to lose your calm, your composure
- **figure something/someone out** - to comprehend, to better understand something/someone
- **provoke someone** - to say or do something that you know will annoy someone, so that they react in an angry way
- **tick someone off** - to make someone angry
- **clear one's head/mind** - to relax so you can think clearly
- **hit one close to home** - to affect one personally and intimately (intimately: closely)
- **admonition** - a formal warning to someone about their behavior
- **Don't let it happen again.**
- **It won't happen again.**
- **There won't be a next time.**
- **I was in the wrong.** - used when you admit your fault
- **I stand corrected.** - used when you admit your fault

## Practice 2 | Dialogue

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**Directions:** Read the dialogue aloud with your teacher.

*Patrick lost his temper at the office.*

*He has been called to the boss' office for an official **reprimand**.*

**Patrick** : Hello, sir. May I come in?

**Boss** : Yes, and close the door behind you. Take a seat. You know why I called you, don't you?

**Patrick** : Yes, sir, I do. And I am very sorry. **It will never happen again**. It felt like I was **provoked** and I **lost my temper**, but I shouldn't have done that.

**Boss** : Well, you better **figure it out** and fast. Just **don't let it happen again**.

**Patrick** : Never, I promise.

**Boss** : What's wrong, Patrick? You're one of my best employees. What went wrong?

**Patrick** : I've just been having some problems at home and one of my colleagues said something that **hit a bit too close to home** and **ticked me off**. I was wrong; **I stand corrected**.

**Boss** : Ok, Patrick. Take the day off and **clear your head**. I want you to come back fresh to work tomorrow, you hear me?

**Patrick** : Yes, sir.

**Boss** : Otherwise I will have to give you more than a verbal **admonition**. Now go home or wherever and relax a bit.

**Patrick** : Thank you, sir. See you tomorrow at work.

**Check your understanding:** Answer the following questions.

1. Why did Patrick receive a reprimand from his boss?
2. What made Patrick get angry?
3. What did Patrick's boss tell him to do?

## Practice 3 | Role-Play

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**Directions:** Have a role-play with your teacher in the following situation.

### Situation

One of your employees did a very sloppy job and you need to reprimand him. (sloppy: careless)

### Expressions:

- What were you thinking?
- Did you consider the consequences? (consequence: result)
- See that it doesn't happen again.
- There won't be a next time
- I was in the wrong
- Figure out what went wrong

## Practice 4 | Discussion

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**Directions:** Discuss these topics and exchange thoughts with your teacher.

1. Have you ever reprimanded someone?
2. Have you ever been reprimanded?
3. What do you think is the right way to reprimand someone?
4. Do you think people deserve a second chance?
5. Do you think a boss should reprimand his employee publicly or privately?