

Saying No

Introduction



The worksheets in this chapter are based on the following areas:

- employment rights,
- how to make your point,
- writing notes,
- taking telephone messages, and
- shortened words.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: employment rights

Employment rights

Many of us have questions we need answered about our working conditions and rights. Here is one example of a situation:

Maternity leave

Sheila had a baby recently. Sheila took maternity leave but she forgot to let her employer know that she was going to return to work. She thought her employer knew she was going back after her leave. She had called to the workplace about 2 months before she was due to return and was sure she said she would be coming back.

However, when she did return, her employer told her that she had been replaced and would not take her back. Her employer said that the proper notice saying she was going to return after her leave had not been given in writing. What rights does Sheila have?

Sheila, by law, needed to give at least 4 weeks' written notice that she was going to return to work. She did not do this and is in real danger of losing her right to return to work. Sheila can find out what her rights are and if she can do anything about her situation by getting in touch with her local Citizen's Information Centre.

Reading: employment rights

See if you can answer these questions.

1. What kind of leave had Sheila taken from work?

2. What did Sheila forget to do?

3. What happened when she returned to work?

4. What notice, by law, should Sheila have given?

5. Where can she go to for help?

Speaking: how to make your point

Often we meet situations where we find it difficult to say what we want or how we feel. In Sheila's case, she needed to raise her problem with her employer. It can be difficult in situations like this to set out your case properly. But with a little preparation, you should find it easier.

Here are some simple steps to help deal with situations that cause us difficulties.

These steps are:

1. Explain the situation as you see it.
2. Keep to the point – don't bring in other issues or things that have happened in the past.
3. Be brief – to avoid the other person losing interest or butting in.
4. Describe what is happening and not why you think it is happening.
5. Own your feelings about the situation. For example, say **'I'm angry.'** not **'You** make me angry.'
6. Try to get into the other person's shoes. For example, 'I can see you are upset.'
7. Say what you need but make as few demands as possible.
8. Remember, sometimes it is a matter of give and take.

It is useful to write down what you want to say before you say it.

Speaking: how to make your point

The dogs next door to Tom have been keeping him awake at night. He decides to talk to his neighbour about the problem.

Before he talks to his neighbour he writes out what he will say.

Fill in the gaps with a word from the box.

work	problem	two	grateful	
nights	barking	awake	early	tired

Tom explains: I would like to talk over a _____ with you. During the past week I have been kept _____ for _____ because the dogs were _____.

Tom says how he feels: I have to get up _____ for _____ and am feeling very _____ .
I know how important the dogs are to you.

Tom says what he needs: If you could take the dogs in after 11 o'clock, I would be very _____ .

Speaking: how to make your point

You have been asked to change your shift in work.

This is the third time in two weeks. You feel that this is unfair and you also are finding it difficult to change your shift as you have a family to look after. You would find it helpful if you had a few days notice of the change in shift.

You decide to talk to your boss about it.

Write out what you will say.

I would like to _____

Over the past two weeks _____

I feel that this is _____

It is also difficult for me because _____

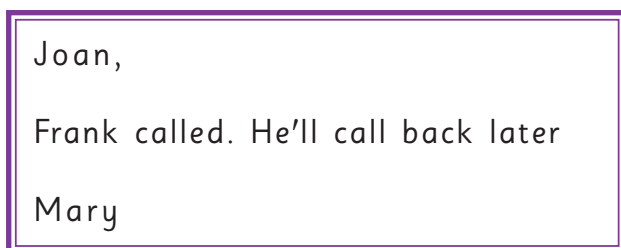
It would be helpful _____

Writing: notes

A note is just a short message. You may often need to write them at home or in work. When we are writing notes we don't have to worry about writing proper sentences or even punctuation. We just have to write enough information so that the person understands the message.

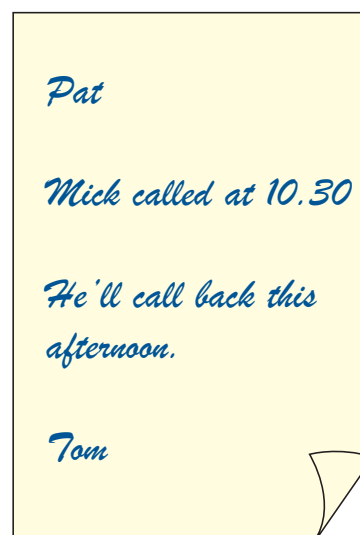


One kind of note we often have to write down is a telephone message.



When taking down telephone messages we usually write:

- who it's for
- who called
- roughly what time they called at
- the actual message
- your name



Writing: notes

See if you can fill in the gaps with a word from the box.

back

I'm

oven

Dinner in _____ .

_____ gone out.

_____ at 10.

Dad

meeting

phoned

she'll

10.30

Mary,

Cheryl _____ .

_____ be

late for the _____ .

Anna

Writing: telephone messages

Read the telephone conversation below. Then see if you can write the message you need to give to Anna.

Hi. Mary Lee here.
Is Anna there?

No. I'm afraid she's out at the
moment. Can I take a message?

Yes. Tell her I phoned. I can't meet
this afternoon. Will she phone me
back? My mobile number is
082 - 3434723.

11.15

Anna

Writing: shortened words

Look at the notes Marie wrote to Pat.

Pat
Mick phoned.
He'll be out today.
Marie.

Pat
I'm gone for lunch
Be back at 3.
Marie

He'll is made up of two words – **he** and **will**.

We use ' to show that the letters **wi** have been left out.

I'm is also made up of two words – **I** and **am**.

TIP: The mark ' is called an apostrophe

We use ' to show that the letter **a** has been left out.

Match the words to their shortened form.

she will	we're
he is	I'm
we are	it's
it is	she'll
I am	he's
I will	we've
we have	I'll

Writing: shortened words

1. Rewrite the sentences, putting in the shortened forms.

The first one is done for you.

- a. **I am** gone to the shops. I'm gone to the shops
- b. **He is** on sick leave. _____ on sick leave.
- c. **She will** be here soon. _____ be here soon.
- d. **We are** closed for lunch. _____ closed for lunch.
- e. **It is** raining today. _____ raining today.
- f. **I will** see you at 6. _____ see you at 6.

2. Write the following words out in full.

The first one is done for you.

- you're you are I'm _____
- he'll _____ we've _____
- it's _____ they've _____

Word puzzle

These are some of the words you met in this chapter. The letters in the words are mixed up.

See if you can write the letters in the correct order.

emsagse ○○○○○○○

inpot ○○○○

eponelthe ○○○○○○○○○

gihrts ○○○○○

rtiwnig ○○○○○○

fironamtoni ○○○○○○○○○○○

teon ○○○○

zictine ○○○○○○