

# 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

### RISKY BEHAVIORS

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

## 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.*