

Interrupting Others Scripts

L1

When you need to interrupt to ask someone a question, here is what you should do:



Stop



Look (Are they busy: talking to someone else, or on the phone?)



Say, *"Excuse me, I have a question."*



Wait for them to look at you and respond.

Interrupting Others Scripts

L1

You have a question about a work task. The boss is in his office with the door closed. He usually has his door closed.



Knock on door.



Wait...

No response from boss.



Knock on door.



Wait...

Boss says *"Come in!"*



You open door and walk in.



Say, *"Excuse me, I have a question."*

Interrupting Others Scripts

L1

A coworker fell down and is not moving. The boss is in his office with the door closed.



Knock on door.



Open door.

"Excuse me, there is an emergency! Someone is hurt and not moving."

"Okay, I am coming now."

Interrupting Others Scripts

L2

Your co-worker/boss is working on a task. You have a question about your work.

Walk towards the person.

"Excuse me, I have a question."

Person puts index finger up to signal "wait" and says, *"Hold on one second..."*

They are looking down at their work.

You wait quietly.

"Ok, what's going on?"

Interrupting Others Scripts

L2

You need to let your supervisor know that you need to take a day off next month. He is in the hallway and talking on the phone.



Wait until he is off of the phone.

"Excuse me, do you have a moment to talk?"

"I'm in a hurry right now. Can we meet later?"

"No problem. What time should I come back?"

"Let's meet after lunch, around 1 o'clock."

"Okay, thank you."