

Labeling Roles and Expectations
Supervisor script #1

L2

(Supervisor) (using firm voice): *"I need you to get those shirts finished in 10 minutes so that Julie can set them out on the display case. Move fast!"*

(Employee) (**takes a deep breath**): *"Yes ma'am, I think I can get it done. I will try!"*

Labeling Roles and Expectations
Supervisor script #2

L2

Break usually is at 10:00, it is now 9:55.

(Supervisor) : *"Can you take a break after you finish those address labels. I need those now and would like you to take your break later."*

(Employee) : *"Yes sir. I will finish these and then take my 15 minute break. Should I still take lunch at 11:45?"*

(Supervisor) : *"That is fine. I just need those labels so that we can get this out with today's mail. Thanks."*

Labeling Roles and Expectations
Supervisor script #3

L2

(Supervisor) : *"I just looked at those plants on Table 4 and 5. I need you to go water them as soon as possible."*

(Employee) : *"I am working here right now. Do you need me to stop and go do that now?"*

(Supervisor): *"It needs to get done in the next 30 minutes!"*

(Employee) : *"Okay, I will finish the display and water those next."*

(Supervisor): *"Thanks, that would be helpful."*