



## Tactful Candor Exercise

Candor is the ability to communicate potentially sensitive information to a person without upsetting or offending him or her. Which of the following statements do you think displays tactful candor?

“The idiots on their loading dock goofed up again.”

“If the customer had read the shipping instructions we wouldn’t be having this problem.”

“I think that we might be having a problem communicating this information to them.”

“If you screw up again, you’re fired!”

“I’m going to go to your boss about this if I don’t see some improvements soon.”

“Don’t tell anybody, but I just happen to know something big is about to happen that is going to change the way we presently do business together.”

“My boss is the one to blame for the mess we are in.”

“Maybe if we tried to put more things in writing, we wouldn’t be having so many misunderstandings on instructions.”

“It must be hard to keep track of all this information. How can I help you?”

“My seven-year-old could do a better job on this paper work than you.”



## Tactful Candor Exercise Answers

"The idiots on their loading dock goofed up again." **No**

"If the customer had read the shipping instructions we wouldn't be having this problem." **No**

"I think that we might be having a problem communicating this information to them." **Yes**

"If you screw up again, you're fired!" **No**

"I'm going to go to your boss about this if I don't see some improvements soon." **No (if information is confidential)**

"Don't tell anybody, but I just happen to know something big is about to happen that is going to change the way we presently do business together." **No**

"My boss is the one to blame for the mess we are in."

"Maybe if we tried to put more things in writing, we wouldn't be having so many misunderstandings on instructions." **Yes**

"It must be hard to keep track of all this information. How can I help you?" **Yes**

"My seven-year-old could do a better job on this paper work than you." **No**