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### SMALL TALK FOR SUCCESSFUL RELATIONSHIPS!

When you need more time to finish a project, you might have to request an extension to the deadline. It's better to avoid using direct phrases when pushing back deadlines because they aren't so polite.

- ✗ We haven't finished the report yet, so I need the deadline extended.
- ✗ Can we push the deadline back to Friday because I haven't had time to look at the test results?

Instead, when you need to delay a deadline, apologize for the delay and then provide the benefits of extending the deadline:

- ✓ I'm afraid we haven't ..., so would it be OK to extend the deadline until ...? If we can do that ...
- ✓ Unfortunately, we ..., so we'll have to push back the deadline until ... This will allow us to ...

See the sentences below for some examples.

### EXAMPLES

#### Apologizing for delays

- ✓ Unfortunately, we haven't finished testing the new product yet.
- ✓ I'm afraid we haven't been able to complete the report yet.
- ✓ I'm sorry for the delay with the test results.

#### Asking for deadline extensions

- ✓ Would it be okay to push the deadline back to Friday?
- ✓ Would it be possible to have one more day to finish the report?
- ✓ Would I be able to get your permission to extend the deadline for one week?

## Giving benefits

- ✓ If we extend the deadline, we'll be able to provide more accurate test results.
- ✓ Pushing back the deadline will allow us to run more detailed tests on the failure points.

## EXAMPLE DIALOGUES

**Kenji:** Hello Mike. Can I talk to you for a moment?

**Mike:** Sure, Kenji. What's on your mind?

**Kenji:** I'm afraid I haven't been able to finish my report yet. I'm still waiting for a response from two vendors. I'm sorry for the delay.

**Mike:** That's okay, Kenji.

**Kenji:** Would it be possible to extend the deadline until Friday? Pushing back the deadline will allow me to make a more detailed report for the team in Boise.

**Mike:** Sure, no problem. Friday would be fine.

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**Kate:** Hello Masa. What's the current status of the testing of the new product?

**Masa:** I'm sorry for the delay, Kate. We haven't completed the testing yet – we're a little behind schedule.

**Kate:** That's okay. When do you think you can finish it?

**Masa:** Would it be okay to push the deadline back until next Monday? If we extend the deadline, we'll be able to provide more accurate test results.

**Kate:** That should be okay, Masa. It's definitely better to have more accurate results. Please keep me updated.

## YOUR TURN!

Ask your boss for extensions to deadlines. Remember to apologize for the delay and, if possible, explain the benefit that this delay will provide. Here are some ideas:

- 1) You need a few more days to finish testing something.
- 2) Your report is due tomorrow, but you need more time to complete it.
- 3) There are some delays affecting your current project. You need to extend the deadline.
- 4) (Own idea) Use example situations from your job.



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