

Dealing with Communication Problems



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OPEN BASIC
English Helpdesk

Objective

At Micron, you will meet global team members who will speak to you in English. If you are **not sure** what someone has said, you should let them know that you **didn't hear** or **didn't understand** and ask them to **repeat** or **simplify** it.

It's better to let them know what the issue is immediately, so they can **clarify it** (make it clear) for you. In this workshop, you will learn some **useful phrases** that will help you sort out communication problems successfully.

When you cannot hear what someone said

Saying that you didn't hear

- I'm sorry, I didn't hear you.
- I'm sorry, I didn't catch that.
- I'm sorry, I missed that.
- I'm sorry, I couldn't hear what you said.

Offering thanks

- I got it. Thank you.
- Thank you for repeating that. It makes sense now.

Asking someone to repeat something

- Could you say that again, please?
- Could you repeat that, please?
- One more time, please.
- Could you say (the last part) again?

Example

When you cannot hear what someone said

Example Conversation

Mike: Please submit your project report by the 30th, Hiroshi.

Hiroshi: **Sorry, I didn't catch that. Could you say that again, please?**

Mike: Sure. Please send your project report to me by the end of the month.

Hiroshi: **I got it. Thank you, Mike.** I'll get the report to you by then.

When you cannot understand what someone said

Saying that you didn't understand

- I'm sorry, but I don't understand.
- I'm not sure what you mean.
- I'm not sure I follow you.
- Sorry, I didn't get that.

Asking someone to clarify something

- Could you (*clarify / rephrase*) that, please?
- Could you say that again more simply, please?
- Could you say that in a (*different / another*) way?
- What do you mean by ...?

When you cannot understand what someone said

Giving clarification

Start your explanation with these phrases.

- In other words,
- Let me put it another way ...
- To put it differently, ...
- Let me explain.

Offering thanks

- I see. Thanks for clarifying.
- Now, I understand. Thanks a lot.

Checking if someone understands

Ask the person if your explanation was clear.

- Is that clear?
- Does that make sense?

Example

When you cannot understand what someone said

Mike: We would like this team to telework two days a week to aid congestion.

Hiroshi: **I'm sorry, but I don't understand. Could you clarify that, please?**

Mike: Sure. **Let me put it another way.** We would like this team to work from home two days a week. The reason is to reduce the amount of people commuting to and from work. **Does that make sense?**

Hiroshi: Yes, **now I understand. Thanks a lot,** Mike.

Micron host: You can park your car in the multi-storey parking lot onsite.

Vendor: **I'm not sure I follow you. What do you mean by** multi-storey parking lot?

Micron host: **Let me explain.** The multi-storey parking lot is the parking lot onsite. It is the tall building with many levels. You can park your car there as it is nearer the building. **Is that clear?**

Vendor: Yes, **I see. Thanks for clarifying.**

ACTIVITY 1



Activity 1 - You cannot hear what someone says

Your instructor will say something to you. Pretend that you **could not hear**. Deal with this communication problem using the phrases introduced in this workshop.

1. We would like some volunteers to work overtime this Saturday to install the new tool.
2. The next commuter bus to the station arrives in 30 minutes.
3. Make sure that those new steps are added to the SOP.
4. Please get these signs checked at the English Helpdesk as they will be displayed publicly.

ACTIVITY 2



Activity 2 - You cannot understand what someone says

Your instructor will say something to you. Pretend that you **could not understand** (the difficult part is highlighted). Deal with this communication problem using the phrases introduced in this workshop.

1. Let me know if there is a lot to do and I'll **give you a hand**.
2. Make sure you **expedite** the delivery of that priority reticle.
3. Let's start a system of **carpooling** to commute to work.
4. Try and make your weekly reports more **succinct**.
5. Currently, the technicians are on **furlough**.
6. Let's hold a team building event to boost employee **morale**.