

LESSON : **6**
TOPIC : **REQUEST AND INTERRUPTION**
AIM : **TO HANDLE REQUESTS AND INTERRUPTION**
EFFECTIVELY

LEARNING OUTCOMES

After completing this chapter you should be able to understand;

- How to deal and make requests
- Techniques for handling interruption.

TOPIC OUTLINE

- 1.1 Making requests
- 1.2 Refusing requests
- 1.3 Managing interruptions
- 1.4 How to avoid interruptions.

INTERROGRAMS

1. How do you avoid interruptions?
2. How to deal with request?

1.1 Making Requests

1. Always be direct and to the point.
2. Should explain why you are making the request.
3. Explain the importance / consequences of the request not being met.
4. Remember to keep it short.
5. Do not personalize the request.
6. Be prepared for refusal.

1.2 Refusing Requests

1. It is important to show people empathy.
2. You can say 'no' simply, clearly and directly.
3. Explain refusal, do not justify.
4. Remember to keep it short.
5. Do not personalize and take revenge.
6. If possible, offer alternative solutions.

1.3 Managing Interruptions

1. Interruptions are one of the major causes of wasted time at work.
2. Action can be taken to minimize and control them.
3. There will be less interruption if you tell others of your availability
4. Make it clear that you won't see people who don't have an appointment.
5. How to deal with telephone interruptions:
 - a. If you plan to ring someone, tell them the specific time you will be calling.
 - b. If you are asking someone to call you back, give them a specific time when you will be available.
 - c. If you telephone someone and they're not available, retain control of your time. Offer to ring them back at a specific time. This way you control when you interrupt your work and not the other person.
 - d. Learn the facilities that your telephone has to offer.

1.4 How to Avoid Interruptions

- a. Be firm and polite with interrupters. If you cannot speak to the now, say so, say why and say when you can speak to them.
- b. Always meet your deadlines.
- c. Keep a clear desk and clean in tray so people do not feel they have to interrupt you to make sure that something they wanted you to do has been done.
- d. Be seen to write down actions that you have agreed to take.