Directness and Indirectness of Speech Acts in Requests among American Native English Speakers and Saudi Native Speakers of Arabic

Khalid Khulaif Alshammari   Indiana State University, Indiana

Abstract: Within the scope of the field of Pragmatics includes the study of speech acts. Yule (1996) defines a speech act as "an action performed by the use of an utterance to communicate" (48). This communication occurs between the speaker and the hearer. This study compares the directness and indirectness of speech acts of requests by investigating Arabic and English data among American speakers of English and Saudi speakers of Arabic. Differences are revealed between the two groups in terms of formulating requests and how social power and social distance between interlocutors may affect the choice of using these strategies of requests in the same given situations. Based on the results, the researcher found that most Saudi native speakers of Arabic used direct requests when requesting to their intimate friends and when superiors were requesting to their inferiors. However, most American native speakers of English have a tendency to use indirect requests including hints and context embedded meaning when addressing unfamiliar friends and when inferiors are addressing their superiors.

Keywords: Speech acts; Request; Directness and indirectness; Social power; Social distance; Interlocutors; Superior; Inferior.

1. Introduction

Within the scope of the field of Pragmatics includes the study of speech acts. Yule (1996) defines a speech act as "an action performed by the use of an utterance to communicate" (48). This communication occurs between interlocutors. A speech act can include a word, several words, or even whole sentences. There are different types of speech acts, such as apologies, complaints, compliments, refusals, requests, and thanks. These kinds of speech acts exist in all languages throughout the world. However, sometimes the utterances of speech acts in real-life interactions are performed differently from one language to another. Speech acts can be differentiated by various aspects of the speaker's culture and also by the speaker's intent.

In this study, the speech act of request is been investigated. Trosborg (1995), as cited in Esther (2010), emphasizes the importance that the concept of benefit for the speaker plays in forming the requests. Benefit separates the speech act of request from other illocutionary acts. In addition, requests can be oriented from the speaker to the hearer directly or indirectly, and there are some factors that may affect these two strategies of requests, which are social power and social distance between the speaker and the hearer. In this study, the issue at hand is the directness and indirectness of requests. Two groups are compared. The first group is American native speakers of English, and the second one is native speakers of Saudi Arabic. This study compares the directness and indirectness of speech acts of requests by investigating Arabic and English data among American speakers of English and Saudi speakers of Arabic. Differences are revealed between the two groups in terms of formulating requests and how social power and social distance between interlocutors may affect the choice of using these strategies of requests in the same given situations.

2. Literature Review

This literature review shows different strategies of speech acts in requests, and it also highlights on different languages and cultures regarding speech acts of requests including American native speakers of English and Saudi native speakers of Arabic.

Tawalbeh and Emran (2012) tested thirty undergraduate Saudi and American students studying different majors. They revealed that Saudi Arabic native speakers have a tendency to use direct requests in situations where the speaker and the hearer are familiar friends (91). However, Saudi Arabic native speakers use direct requests with their friends while adding some religious phrases. In a like manner, the more distance in a relationship between the speaker and the hearer, the more indirect requests strategies are used among American English native speakers (91). More specifically, American English native speakers tend to use conventional indirectness strategies in most cases,

*Corresponding Author

even when the hearers are subordinate. Also, Saudi Arabic native speakers tend to use conventional indirectness strategy in most cases "when addressing their superior regardless of the degree of imposition and in situations that displayed equal status and distance between informants" (94). Moreover, they detected that the direct request strategy was employed by Saudi Arabic native speakers "when superiors were addressing their inferiors and among friends regardless of the weight of the request" (94).

Kasper and Dahl (1991), as cited in Al-Gahtani and Saad (2012), assert that knowing the social aspects that may affect the improvement of learners' pragmatic competence requires additional effort to investigate. Also, they illustrate that direct strategy of speech acts has one illocutionary force, and the speaker relocates his or her intention explicitly, whereas indirect strategy of speech acts has more than one illocutionary force and the speaker reports his or his or her intention implicitly (17).

Chen and Chen (2007), as cited in Al-Marrani and Sazalie (2010), investigate the use of request strategies and the influence of the social differences among Taiwanese EFL learners and American native speakers. The results showed that both Taiwanese EFL learners and American native speakers tended to use conventional indirectness strategies. According to social differences between Taiwanese EFL learners and American native speakers, the researchers found that both groups used conventional indirectness strategies of request when the addresser and the addressee have the same social status (67). In contrast, "the speaker's social status is higher than the addressee's social status, the choice of strategy tends to move towards directness, therefore the study shows that cross cultural variations influenced by the factor of social status" (67).

Al-Marrani and Sazalie (2010) explore the politeness strategies of request in Yemeni Arabic in male-male communications and male-female communications, and the researchers investigated the influence of "social distance, social power, and ranking of imposition in the choice of request strategies in their daily life" (67).The results revealed that Yemeni Arabic speakers preferred to use directness strategies of request in male-male communication with familiar friends without losing face. Additionally, the researchers found that in male-female communications, Yemeni Arabic speakers used indirectness strategies of request due to religious values (77). Also, imperative requests are considered as a polite request strategy in Yemeni Arabic culture because it shows that "the speaker assumes only a small social distance between him/herself and the interlocutor (78).

Maros and Abdul Rahim (2013) state that directness and indirectness are oral strategies which have a necessary role in many contexts of communications (220). They point out that people prefer to use indirect request strategies while asking for a big favor. In contrast, people from different cultures tend to use indirect request strategies while asking for a minor favor (221). Also, Maros and Abdul Rahim indicate that a speaker prefers to use indirect request strategies with superiors and unfamiliar people as compared to familiar friends who have equal social status (221).

Maros and Abdul Rahim (2013) demonstrate that high degrees of indirectness request strategies are employed by Malay people when the addressee is older than the speaker with people who have power like teachers and parents (222). In this study, Maros and Abdul Rahim discusse the concept of producing directness and indirectness request strategies among young Malays (223). They found that Malay students tended to use direct strategies of request to exhibit their request regarding the relationships between the speaker and the hearer (225). Also, based on the Malaysian culture, Malay students do not use non-conventional indirectness strategies of request (226). Maros and Abdul Rahim revealed that all the participants preferred to use direct strategies of request in three cases: "want statements, hedged performative, and mood derivatives [sic]" (226).

Sattar *et al.* (2009) posit that Iraqi students in Malaysia need to make daily requests, and they do not concern themselves with the pragmatic function in English. Those students have to know how to use appropriate request strategies in English (57). Scarcella and Brunak (1991), as cited in Sattar *et al.* (2009), investigate the request strategies that are used among lower and advanced levels of Arabic learners studying English as a second language and native speakers of English. Scarcella and Brunak (1991), as cited in Sattar *et al.* (2009) found that advanced Arabic learners of English tend to use imperatives with their close friends and inferiors, whereas declarative statements are used with superiors. On the other hand, lower level learners commonly used imperatives with all hearers (58). Sattar *et al.* (2009) tested ten Iraqi males, and they used a multiple-choice questionnaire consisting of eight situations. The results showed that Iraqi students of English prefer excessively to use conventional indirectness strategies of request in most situations. The researchers noted that Iraqi learners of English use "can/could" as a basic rule to perform a request (63). Also, the researchers found that Iraqi learners of English use Arabic semantic formulas to make a request in English (67).

Although the literature investigates different strategies in forming requests, insufficient research has been conducted among native speakers of Saudi Arabic and American native speakers of English that addresses the use of direct and indirect strategies of requests within the participants' native languages. This study attempts to provide research that concentrates on two different requests strategies among the two groups within two native languages. Additionally, this research emphasizes the way personal relationship and social distance functions when producing requests by the two groups.

3. Hypothesis

Saudi native speakers of Arabic tend to use direct request strategies in most situations whereas American native speakers of English tend to use indirect request strategies in most situations.

4. Methodology

4.1. Participants

The researcher gathered two voluntary groups of participants. The first group consisted of ten males originally from Saudi Arabia, whose native language is Arabic. The ages of the subjects ranged from eighteen to thirty years old. They were students studying at Indiana State University to obtain either bachelors' or masters' degrees. The second group comprised ten American males, whose language is English. Their ages ranged from eighteen to thirty-two. They were students and studying for bachelors' or masters' at Indiana State University.

4.2. Data Collection

In the present study, the researcher used a Discourse Completion Test (DCT). This test is a form of questionnaire and was originally designed by (Tawalbeh and Emran, 2012) (see Appendix A). One questionnaire used in this investigation contained twelve written context-enriched situations. It expressed some natural situations, and the participants were expected to respond by making requests. In each situation, the information was given on the requestive goal, social distance, and social power. For the Saudi native speakers of Arabic, the researcher used the same questionnaire by translating it into Arabic with some adjustments in the names of people and places to make Saudi native speakers of Arabic more accustomed with the situations (See Appendix B). On the other hand, for American native speakers of English, the questionnaire was written in British English. Thus, to make the situations more clear and familiar to American native speakers of English, the researcher modified some words, idioms, or expressions into American English. All participants were asked to read each situation and to write as they would in real-life interactions. Also, they were asked to be as spontaneous as possible.

Table-1. The combination of two social variables in twelve situations.

Situation	Social power	Social distance
1. Borrow book	S < H	+SD
2. Time-off errands	S < H	-SD
3. Cover the telephone	S > H	+SD
4. Ask for directions	S = H	-SD
5. Ask for a lift	S = H	+SD
6. Borrow car	S < H	-SD
7. Cancel vacation	S > H	-SD
8. Type letter	S > H	-SD
9. Borrow house	S = H	-SD
10. Switch seats	S = H	+SD
11. Ask for money	S < H	+SD
12. Borrow computer	S > H	+SD

*S= speaker, H= hearer. S < H= the hear has high position, S > H= the hearer has low position, S = H= the hearer has equal position with the speaker.
* SD= Social distance. +SD= the relationship is far between interlocutors, -SD= the relationship is close between interlocutors.

The researcher printed copies for American native speakers of English and Saudi native speakers of Arabic. Some participants from both groups preferred sending the questionnaire through email, rather than writing them by hand. The researcher began distributing the questionnaire in different places on the campus at Indiana State University. Some responses were completed in the Library and in the Commons. The questionnaire might take about twenty to thirty minutes long to be completed.

4.3. Data Analysis

The researcher used two tables, one for Saudi native speakers of Arabic and the other one for American native speakers of English. In the two tables, the researcher calculated the usage of direct and indirect strategies of request in twelve situations for both groups separately. The main goals for using these tables were to discover and compare how many times Saudi native speakers of Arabic and American native speakers of English used direct and indirect strategies of requests in the various situations. Additionally, to discover how the two variables of social power and social distance between the speaker and the hearer may affect the two groups of participants in using direct and indirect strategies of request within twelve situations. Moreover, to test the hypothesis created by the researcher earlier and to compare the results to other studies about this topic.

5. Results

Table-2. The frequency of using directness and indirectness strategies of requests by Saudi native speakers of Arabic.

Situation	Directness	Indirectness
1	5	5
2	7	3
3	10	0
4	8	2
5	7	1
6	6	4
7	8	2
8	10	0
9	8	2
10	8	1
11	7	2
12	7	3
Mean	**9.1%**	**2.5%**

Table-3. The frequency of using directness and indirectness strategies of requests by American native speakers of English.

Situation	Directness	Indirectness
1	4	6
2	6	4
3	8	1
4	7	3
5	1	8
6	5	4
7	6	4
8	9	1
9	6	4
10	4	6
11	2	5
12	3	7
Mean	**6.1%**	**5.3%**

As shown in the table 2 and 3, in situation one, Saudi native speakers of Arabic used direct strategy five times and indirect strategy five times in requests, whereas American native speakers of English used direct requests four times and indirect requests six times. In this situation (Borrow book), the hearer is in a higher position, and the social distance is far between the speaker and the hearer. Both groups were almost equal in using direct and indirect strategies of requests. In situation two, Saudi native speakers of Arabic employed direct requests seven times and indirect requests three times. On the other hand, American native speakers of English used direct requests six times and direct requests four times. In this situation (Time-off errands), the hearer is in a higher status, and the relationships between interlocutors are close. As a result, direct strategy of request was mostly preferred by Saudi native speakers of Arabic.

In situation three, Saudi native speakers of Arabic used direct requests ten times while only using indirect request one time. In contrast, American native speakers of English used direct requests eight times and indirect request only nce. Additionally, one participant did not make a request because he considered this request as an inappropriate equest, and it is not ideal to ask others to do his duty. In this situation (cover the phone), the social distance remains far between the requester and the requestee, and the speaker is in a high position. Consequently, all Saudi native speakers of Arabic tended to employ direct strategy of requests, whereas only eight American native speakers of English used direct strategy of requests. In situation four, Saudi native speakers of Arabic applied direct requests eight times and two times indirect requests, while American native speakers of English applied direct requests seven times and indirect requests three times. In this situation (ask for directions), the hearer and the speaker are intimate friends and have the same social power. Saudi native speakers of Arabic preferred using direct requests more than American native speakers of English.

In situation five, Saudi native speakers of Arabic used direct strategy of requests seven times and only one time of indirect strategy of request. However, two participants of Saudi native speakers of Arabic did not ask for a lift in this situation, and they had the same response which was "I will not ask for a lift if I do not know the person." On the other hand, American native speakers of English used direct request one time and indirect requests eight times. Moreover, one participant did not ask for a lift, and he said, "I would rent a U-Haul in this situation." In this situation (Ask for a lift), there is no relationship between informants, but the social power is equal. Thus, American

native speakers of English chose to use indirect requests when addressing unfamiliar people. On the other hand, most Saudi native speakers of Arabic preferred direct requests in this situation even though they were addressing unfamiliar people. In situation six, Saudi native speakers of Arabic used direct requests six times and indirect requests four times. Conversely, American native speakers of English used direct requests five times and indirect requests four times. However, one participant did not issue a request in this situation because he considered barrowing someone's car as unsuitable request. In this situation (Borrow car), the hearer is in a high position, and the relationships between the addresser and the addressee are close. As a result, Saudi native speakers of Arabic mostly tended to use direct strategy of requests compared to American native speakers of English.

In situation seven, Saudi native speakers of Arabic applied direct requests eight times and indirect requests two times. While American native speakers applied direct requests six times and indirect requests four times. In this situation (Cancel vacation), the requester and the requestee are friends, and the requester is in a higher position than the requestee. In this situation, Saudi native speakers of Arabic used direct strategies of requests more than American native speakers of English. In situation eight, Saudi native speakers of Arabic only used direct requests and no one used indirect requests. In contrast, American native speakers of English used direct requests nine times and indirect request one time. In this situation (Type letter), the relationships between interlocutors are close, and the speaker is in a high position. Consequently, both groups tended to use direct strategies of requests. In contrast, one American native speaker of English used indirect strategy of request. In situation nine, Saudi native speakers of Arabic used direct requests eight times and indirect requests two times, whereas American native speakers of English used six times direct requests and four times of indirect requests. In this situation (Borrowing house), both speakers and hearer are friends, and the social status is equal. Both groups almost preferred using direct strategies of requests when they were addressing their friends and have the same social status. In situation ten, Saudi native speakers of Arabic applied direct strategies of requests eight times and indirect strategy of request one time. Likewise, one Saudi native speaker of Arabic did not make a request; his response was "I would leave my son to sit alone to reinforce his self-confidence" (Trans Alshammari (2014)). On the other hand, American native speakers of English applied direct strategies of requests four times and indirect strategies of six times requests. In this situation (Switch seats), the hearer has equal position with the speaker, and the interlocutors are unfamiliar friends. Hence, direct strategies of requests were the most preferred strategies among Saudi native speakers of Arabic, whereas the most preferred strategies of requests in the same situation were indirect strategies of requests among American native speakers of English. In situation eleven, Saudi native speakers of Arabic used direct requests seven times and two times of indirect requests. One participant did not respond to this situation, and he considered it a shameful request. On the other hand, American native speakers of English used direct requests two times and indirect requests five times. In addition, three participants did not make a request for this situation for cultural reasons. In this situation (Ask for money), the addressee is a superior, and the relationships between the addresser and the addressee are not close. Accordingly, most of Saudi native speakers of Arabic tended to use direct strategies of requests. Unlike American native speakers of English who tended to use indirect strategies of requests. Furthermore, some of them refused to make a request and commented that asking for money from a recently appointed manager is an odd request and not appropriate culturally. In situation twelve, Saudi native speakers of Arabic used direct requests seven times and three times of indirect requests. However, American native speakers of English used direct requests three times and indirect requests seven times. In this situation (Borrow computer), the speaker has a higher position than the hearer, and the relationships between informants are distant. As a result, most Saudi native speakers of Arabic tended to use direct requests, whereas most American native speakers of English tended to use indirect requests.

6. Discussion

In this study, the researcher found that most Saudi native speakers of Arabic used direct requests when requesting to their friends, such as in situations 4 and 9. Likewise, the researcher revealed that Saudi native speakers of Arabic preferred to use direct requests when superiors were requesting to their inferiors and among close friends, such as in situations 7 and 8. Accordingly, the less power the requestee has over the requester, the more likely it is for the requester to use direct strategies of requests. The researcher found that American native speakers of English tended to use indirect requests when addressing unfamiliar friends and when addressing their superiors, such as in situations 5, 10, 11, and 12.

In Contrast, Saudi native speakers of Arabic tended to use direct requests with the same previous situations. Based on the American participants' responses, context embedded meaning and hints played a major role in forming indirect requests. In contrast, Saudi native speakers of Arabic used direct requests without using hints before their requests.

Generally, as shown in the tables, the mean of using direct strategies of requests among Saudi native speakers of Arabic in twelve situations was 9.1%, whereas the mean of using direct strategies of requests among American native speakers of English in twelve situations was 6.1%. Additionally, the mean of using indirect strategies of requests among Saudi native speakers of Arabic in twelve situations was 2.5%, whereas the mean of using direct strategies of requests among American native speakers of English in twelve situations was 5.3%. These percentages indicate that the hypothesis which was created at the beginning of this study was supported. Thus, Saudi speakers of Arabic tend to use direct request strategies in most situations whereas, American speakers of English tend to use indirect request strategies in most situations.

7. Conclusion

This study compared Arabic and English data regarding direct and indirect strategies of requests among Saudi native speakers of Arabic and American native speakers of English. The relationship and social power between interlocutors might impact the tendency of using these strategies of requests in the twelve presented situations. The researcher hypothesized that Saudi native speakers of Arabic prefer to use direct request strategies, but American native speakers of English prefer to use indirect request strategies in most situations.

Based on the results, the researcher found that most Saudi native speakers of Arabic used direct requests when requesting to their intimate friends and when superiors were requesting to their inferiors. On the other hand, most American native speakers of English have a tendency to use indirect requests including hints and context embedded meaning when addressing unfamiliar friends and when inferiors are addressing their superiors. Overall, hypothesis that was put forth earlier was supported. In other words, Saudi native speakers of Arabic preferred to use direct request strategies more than American native speakers of English in most situations.

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Appendix (A)

Questionnaire - English Version
Instructions:
You will be asked to read brief situations; you will have to act as you would in an actual situation. Do not think too much and try to be as spontaneous as possible. This questionnaire will be used for research purposes only. Thank you for your cooperation.
Check the appropriate age range:
[ ] Under 18   [ ] 18 – 24   [ ] 25 – 34   [ ] 35 – 44   [ ] 45 – 54   [ ] 55 – 64   [ ] 65 or older [ ] Prefer not to say
Highest level of education attained (please check the appropriate answer):
[ ] High school   [ ] Associates Degree   [ ] Bachelor's Degree   [ ] Master's Degree   [ ] Ph.D

Situation 1: You are a university student. You need to get the book from the library to finish your assignment on time. The library is closed and there is only one person you know who has the book you need, one of your instructors. On the way to his/her office you meet him/her in the hallway. What do you say?

Situation 2: You need to run a few errands downtown. You think that it will take you an hour. You go to your manager's office at work with whom you get on well and ask him/her to cover for you. What do you say?

Situation 3: You have been an employee of a company for some time now. One of your duties is to answer the telephone. You go to the desk of a new trainee and ask him/her to answer the telephone while you leave the office for a few minutes to get some things. What do you say to him/her?

Situation 4: You are in your car with a friend. You are driving. You both need to go to X Street. Your friend was given a map with directions which she/he gave to you just before leaving the house. You are now lost. You suddenly see a pedestrian at the end of the road. You ask your friend to ask the pedestrian for directions. What do you say to your friend?

Situation 5: You ask a neighbor you do not know very well to help you move some things out of your apartment with his/her truck. You don't have a car and you don't have anyone else to ask since everyone you know appears to be on vacation. And, you have no money either to hire someone who can help or arrange transport. You see your neighbor on the street. What do you say to him/her?

Situation 6: Your car has just broken down and you need to pick someone up from the airport in a hurry and there is no other means of getting there other than by car. You go to your manager's office at work, with whom you get on well, and ask him/her for his/her car. What do you say to him/her?

Situation 7: You have been put in charge of a very important project at work. Your colleague has already booked a

ticket to go on vacation. You realize you need all members of the staff to finish the project on time, so you ask him/her to stay. You ask him/her to come to your office to break the news. What do you say to him/her?

Situation 8: You have been put in charge of new project at work. You go to the desk of your colleague to ask him/her to type a few letters for you. What do you say to him/her?

Situation 9: A friend of yours has a house on the beach. You want to go on vacation somewhere relaxing for a week and you know nobody is going to be in the house for at least two weeks. You run into your friend in a bar and ask him/her to stay in his/her beach house for a week. What do you say to him/her?

Situation 10: You are on a bus with a child. There are plenty of seats on the bus but there aren't enough for two people to sit next to each other. You ask a passenger who is sitting on his/her own to switch seats with you so that you can sit next with your child. What do you say to him/her?

Situation 11: You have received a lot of house bills which are due for payment. You don't have any money. You cannot ask your friends for money since you've got a reputation of never paying back. The company where you work will not give you a cash advance since the last time you asked for one they said that would be the last time. You desperately need to pay these bills otherwise you will not have any electricity, gas, or telephone. You go to theoffice of the recently appointed manager and ask him/her for the money. What do you say to him/her?

Situation 12: You have been working for a company for some time now. One of the new trainees has brought his/her brand new laptop to work. You want to ask him/her to use it for a while. What do you say to him/her?

Appendix (B)
Questionnaire – Arabic Version (Translated from English Version.)

الاسم(إختياري): .... العمر: .... التخصص: ....

الجنس :   ذكر /   أنثى

المستوى التعليمي :

بكالوريوس   ما جستير   دكتوراه   أخرى: ....

شكرا على قيامك بالإجابة على هذا الاستبيان و الذي يهدف إلى دراسة موضوع الطلب باللغة العربية العامية المستخدمة في السعودية . يحتوي هذا الاستبيان على اثني عشر موقف . المطلوب منك هو أن تقوم بالكتابة في الفراغ آما تتوقع أن تقول في ذلك الموقف فيما لو أنه حقيقيا و واقعيا.

يرجى كتابة آل ما يمكن أن تقول قبل و بعد الطلب الأساسي .هذا الإستبيان هو لإغراض البحث العلمي فقط و سوف تبقى هوية المشارآين فيه مجهولة تماما.

الموقف الأول :أنت طالب في الجامعة و بحاجة إلى كتاب مرجعي من المكتبة لإتمام بحث مطلوب منك تسليمه في وقت محدد.المكتبة مغلقة ,هناك شخص واحد تعرف أن لديه المرجع و هو احد مدرسيك ,شاهدت هذا المدرس في طريقه إلى مكتبه ,ماذا ستقول له؟

الموقف الثاني :أنت بحاجة إلى ساعة من الوقت لإتمام بعض المهام خارج المدينة ,ذهبت إلى المسؤول عنكفي العمل مع العلم أنك على علاقة حميمة معه لتطلب منه أن يحل محلك بينما أنت في الخارج. ماذا ستقول له؟

الموقف الثالث :أنت موظف في شركة منذ فترة من الزمن , إحدى واجباتك في العمل هي الإجابة على المكالمات , ذهبت إلى مكتب احد المتدربين الجدد في الشركة لتطلب منه أن يجيب على الهاتف بينما أنت في الخارج لبضع دقائق لإحضار بعض الأشياء . ماذا ستقول له؟

الموقف الرابع :أنت مع صديقك في السيارة, و أنت السائق ,كلاكما يقصد شارع عبدا لله خياط و أضعتما الطريق ,و فجأة رأيتما احد المارة في نهاية الشارع ,طلبت من صديقك أن يسال ذلك الشخص عن الاتجاه الصحيح .ماذا ستقول لصديقك؟

الموقف الخامس : أنت بحاجة لنقل بعض الأغراض من بيتك و لم ترتب لذلك بإحضار شخص يساعدك ولان كل أصدقائك في إجازة و لم تطلب وسيلة نقل لأنك لا تملك النقود, شاهدت جارك الذي لا تعرفه جيدا الذي يملك سيارة , تريد أن تطلب منه مساعدتك في نقل الأغراض . ماذا ستقول له؟

الموقف السادس :تعطلت سيارتك و أنت بحاجة ماسة لإحضار شخص من المطار ,و لا يوجد وسيلة نقل إلى المطار إلا السيارات الخاصة ,ذهبت إلى مكتب رئيسك في العمل ,الذي أنت على علاقة حميمة معه ,لتطلب منه أن يعيرك سيارته .ماذا ستقول له ؟

الموقف السابع :تم تعيينك آمسؤول عن مشروع مهم في العمل . أحد زملاءك في المشروع قد حجز تذكرة طائرة للاستمتاع بعطلته . أدركت أنك بحاجة ماسة إلى كل أفراد الطاقم لإنهاء المشروع في وقته المحدد ,واستدعيته إلى مكتبك لتطلب منه إلغاء السفر و البقاء ,ماذا ستقول له ؟

الموقف الثامن : تم تعيينك كمسؤول عن مشروع في العمل , ذهبت إلى مكتب احد زملاءك في العمل لتطلب منه أن يطبع لك بعض الرسائل . ماذا ستقول له؟

الموقف التاسع : يملك صديقك شاليه في أبحر و أنت تريد الذهاب في إجازة لمدة إسبوع و تعلم أن الشاليه سيبقى خاليا لمدة إسبوعين من الآن. قابلت صديقك في الجامعة و تريد أن تطلب منه قضاء الإجازة في الشاليه خاصته .ماذا ستقول له؟

الموقف العاشر : استقليت الباص مع إبنك و لم تجد فيه أي كرسي مزدوج فارغ مع العلم بأن هنالك العديد من المقاعد الفردية فارغة ,تريد أن تطلب من أحد الراكبين في المقاعد المزدوجة أن يبادلك المقعد من اجل أن تجلس بجانب إبنك . ماذا ستقول له؟

الموقف الحادي عشر :ترتب عليك العديد من الفواتير المستحقة الدفع و لا تملك المال لدفعها و لا تريد أن تطلب من أصدقائك المال بسبب ما يعرفونه عنك من أنك لا تسدد ما تستدينه من المال ,كما أن الشركة التي تعمل بها لن تعطيك قرضا لأنك تقدمت بطلب لقرض في وقت سابق وأعلمت انك لا تستطيع أن تأخذ غيره في المستقبل, لكنك بحاجة ماسة لدفع الفواتير ,و إلا ستتعرض لقطع خط الكهرباء والهاتف إذا لم تدفع في لقريب العاجل , ذهبت إلى مكتب رئيسك في العمل المعين حديثا لتطلب منه المال ,ماذا ستقول له؟

الموقف الثاني عشر: أنت تعمل في شركة منذ فترة من الزمن , و , أحد المتدربين الجدد في المكتب أحضر معه حاسوباً محمولاً جديداً خاصاً به لفترة قصيرة , ماذا ستقول له؟ وتريد أن تطلب منه أن تستخدم هذا الحاسوب