Tact is a communication skill that involves reducing the impact of a critical statement in a way that respects the feelings of others. Tact helps maintain good relationships with others.

**Part 1: Pairwork**: What are some strategies we can use to make the below sentences more tactful? Discuss the best way to rewrite them (and then rewrite them).

1. Your perfume is too strong.
2. Tell your kid to shut up.
3. I don’t want to waste my time talking with you on the phone anymore. I have more important things to do.
4. I need the report NOW.
5. This has waaaaaaaaaaaaaay too much salt.
6. No. I don’t want to go out for lunch with you.

**Part 2**: Role-plays

**Role Play #1: Mother-in-law from hell**

1. Write down some problems someone might have with their mother-in law below. Can write them in point form.

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2) When finished, role-play a meeting with your mother-in-law (your partner) Remember to be tactful; you don’t want to destroy your relationship with her.

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**Role Play #2: Neighbour from hell**

Write down some problems someone might have with your neighbour. Can write them in point form.

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When finished, switch roles with your partner, and role-play a meeting with your neighbour. Remember to be tactful; you don’t want to destroy your relationship with him/her.