

**Scenario: Requesting Flexible Work Hours**

*Background:* Sarah works as a marketing executive in a fast-paced agency. Recently, she has been struggling with balancing her work commitments and taking care of her elderly mother, who lives alone. Sarah believes that having flexible work hours could greatly alleviate some of the stress she's experiencing.

**DEARMAN Example:**

*Describe:* Sarah schedules a meeting with her supervisor, Mr. Johnson, to discuss her work situation. During the meeting, she begins by describing the current situation without judgment or assumptions.

Sarah: "Mr. Johnson, I'd like to talk to you about my current work schedule. Lately, I've been finding it challenging to balance my responsibilities at work with caring for my elderly mother, who lives alone."

*Express:* Sarah then expresses her feelings and concerns honestly, without becoming overly emotional or defensive.

Sarah: "I want to be able to continue performing at my best at work, but I also feel a strong responsibility towards my mother. It's been causing me a lot of stress and I'm worried it might start affecting my performance."

*Assert:* Now, Sarah clearly states her request, making sure to do so in a respectful and confident manner.

Sarah: "I would like to request the possibility of having flexible work hours, so I can better accommodate my mother's needs while still meeting my work responsibilities."

*Reinforce:* Sarah highlights the potential benefits for both herself and the company if this request were to be granted.

Sarah: "By having this flexibility, I believe I can maintain my productivity and contribute effectively to the team's goals. It would also allow me to continue providing the level of care my mother needs."

*Mindful:* Throughout the conversation, Sarah remains present and composed. She listens attentively to Mr. Johnson's responses and avoids becoming defensive.

*Appear Confident:* Sarah maintains a calm and assertive demeanor, reflecting her genuine belief in the validity of her request.

*Negotiate:* Finally, Sarah is open to discussing possible compromises or alternatives that could meet both her needs and the company's requirements.

Sarah: "I understand the importance of meeting our deadlines and achieving our targets. I'm open to finding a solution that works for both parties, whether it's adjusting my work hours or exploring other options."

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In this example, Sarah effectively utilizes the DEARMAN skills to address her need for flexible work hours. By following the steps of DEARMAN, she communicates her request in a clear, respectful, and confident manner, ultimately fostering a productive conversation with her supervisor.