

Toolkit Title

Make Requests and Offers

Purpose of Toolkit

This is a tool to coordinate action among two or more people. Cycles of offers and requests that lead to promises should bring about practical results.

Toolkit Methodology and Application

See attached.

Case Study or Example

See attached

Acknowledgements and Sources

See attached.

Toolkit Category

Organisation Development

Keywords

Organisation Development, Offer, Request, Interpersonal.

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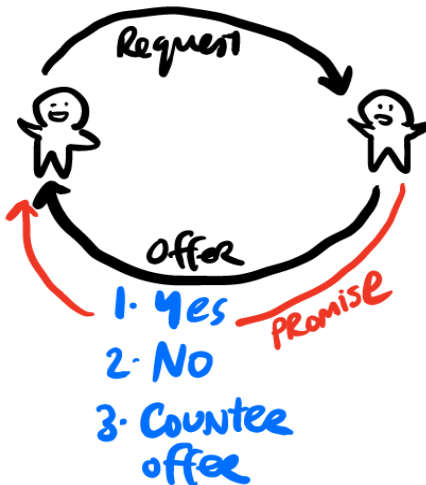
MAKE REQUESTS AND OFFERS

#advanced #interpersonal

This is a tool to coordinate action among two or more people. Cycles of offers and requests that lead to promises should bring about practical results.

An effective **Request** has 4 characteristics:

1. Committed Speaker + Listener
2. MOOD of request
3. Conditions of Satisfaction
4. Shared Background of OBVIOUSNESS



REQUESTS AND OFFERS

There are three types of **Offers**: Yes, No, or a Counter-offer. Following are some tips to understand offers:

- Never mistake a ‘maybe’ or ‘depends’ as a ‘Yes’ response, which may indicate a weak ‘Yes’
- Always clarify on the spot as people may not be comfortable telling you 'No' directly. Give permission to say ‘No’ or to make a Counter-offer, so that you may reframe your Request and try again
- A clear Yes to your Request makes a **Promise**.

When to use: At the end of a conversation to conclude a conversation in a clear and concise manner so that people understand what is expected of them post discussion. This is one way we **take care of exit** in interpersonal conversations.

How to use:

1. When closing the conversation, you may use this phases to make “offers” to inform explicitly what you will like provide or contribute for discussion.
2. You may also make specific and explicit requests of your counterparts.
3. When addressing a request, note that you should be clear when stating a yes or a no and provide a counter offer which is agreeable by the both parties before closing the discussion.
4. You may propose a timeline or a duration to which you will check back on the issue.
5. When any component in the cycle is lacking, there is little grounds for one to complaint against the other party. Try going back to the cycle and restate your request or offer.