Lesson Objectives

* Address companies and their respective representatives appropriately by differentiating in-group and out-group business pronouns
* Demand for an explanation during a business dispute without crossing over the rules of business propriety
* Ask for and show appropriate evidence relevant to solving a business dispute
* Calmly but assertively explain your own company’s perspective on what had transpired that led to the dispute
* Express desire in willingness to continue working with the other party to solve the dispute