

## **Housing Channel**

### **Title: Harmonious Workplace (2)**

Super                      Host: Patrick Dunn

Patrick Dunn              Conflict and misunderstanding in any interpersonal relationship are inevitable

                                    This also happens in the interaction between the staff and customers of the Housing Department (HD)

                                    How can conflicts and misunderstandings be resolved?

                                    The best way is to show mutual respect and communicate rationally

Ming                        Good morning, Uncle and Auntie!

                                    Are you here to have breakfast with Dad?

Uncle                        Ming, you're up early too!

Ming                        Dad told me you got quite annoyed with a HD staff

                                    Is everything alright now?

Auntie                      Yesterday, we went to the HD to submit our application for public housing

                                    That staff said our forms were incomplete and asked us to fill out the missing details

                                    She further asked for a copy of our Identity Cards

                                    He lost his temper before he got all the points

Uncle                        How could I know all those rules?

                                    I thought she was just trying to be difficult

Auntie                      Of course she must ensure all information is completely and accurately filled out

                                    You're so impulsive!

Luckily the staff advised us to apply under a scheme

that accords priority to the elderly

Isn't that great?

You should listen to others carefully!

Ming

Auntie is right

It's no big deal

Calmly talk it through

and there's no point in getting mad

Uncle

I heard from your Dad the other day

there was some trouble at your flat too

Ming

There's seepage in the ceiling of the flat below

After inspection, the HD staff said our bathroom floor

had to be dug up to facilitate repair work

Uncle

Water seepage in the flat below?

What has it to do with you?

Just ignore it!

Ming

My Dad had thought that way too

He didn't want to pay heed to the matter

But then the HD staff asked my Dad

to put himself in the other party's shoes

If our flat was suffering from water seepage

but the resident above us was uncooperative

so repair couldn't be carried out

Isn't that scenario frustrating?

Therefore, even if it may cause inconvenience

we should work it out with others the best we can

Now everything's sorted out

Patrick Dunn

That's right, rational communication is the key

Let's all remember

Always keep calm

Don't act impulsively

Respect each other

and communicate more

Many a problem can be resolved that way

Super

Be respectful and friendly  
for effective communication!