TITLE: HOW TO COMMUNICATE: HANDLING COMPLAINTS, WHAT IF #2

00:00 **ANARIDIA**: (peering at her laptop) ...I'm having trouble finding that screen. Oh, wait, here we go. So this is the data from last week's market analysis on the new juice line. Okay, that's from which region?

00:14 **POST**: Eastern. I sent George's projection figures last Tuesday. Don't you have that?

00:21 **ANARIDIA**: I'm sure it's here.

00:24 [TIM sighs audibly.]

00:25 **ANARIDIA:** Oh! Yes, I've got it. So, Tim, you’ve worked on this analysis with Post. Are we all in agreement over the packaging design?

00:33 [Everyone around the table indicates by nodding. TIM rolls his eyes as he nods.]

00:36 **ANARIDIA**: And we're going with these three flavors? What about another market test on the multi-berry?

00:46 [TIM sighs audibly again and fidgets in his chair, looking impatient.]

00:48 **ANARIDIA**: (to TIM) Problem?

00:50 **TIM**: (sarcastically) While we're at it how about we go back and retest the package design too?

00:55 **ANARIDIA**: Ok. I can see that you’re upset. But, what I think you're really saying is that should keep the data analysis and move the product line along?

01:11 **TIM**: (condescendingly) That's exactly what I'm saying.

01:16 **ANARIDA**: (to Tim) I realize how frustrating this is for you, particularly because we've had some unavoidable delays. I can imagine you're getting some pressure. And I recognize that we've been spending a lot of time on this. So, how can we make sure our market research is comprehensive, and still move things along?

01:37 **TIM**: (arms folded, apathetic). It’s not my problem to fix.