TITLE: HOW TO COMMUNICATE: HANDLING COMPLAINTS, WHAT IF #1

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**: (annoyed) We’ve been going back and forth on these berry flavors for months. It’s a waste of time to do more analysis. Especially since I’ve done a lot of work on this already and you’ve completely ignored it.