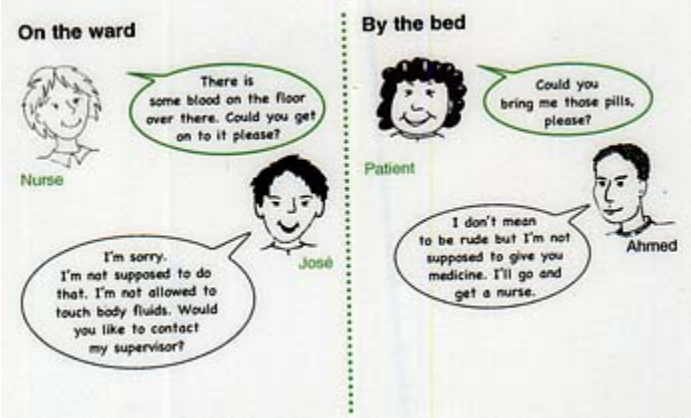

Helpful Tips

Sometimes people ask you to do things which are not part of your job and for which you are not trained.

When you can't help someone you can use a short phrase
I'm sorry but…
I'm afraid I'm not meant to do that
before explaining why. This helps both you and your client feel okay.

Don't say It's not my job
even if it is true because this can sound rude.

I'm not supposed to do that.
I haven't been trained to do that.
I'm not allowed to do that.
I'm not meant to do that.
with the greatest respect
I don't mean to be rude but
I'm sorry but
I don't mean to be funny but
I'm afraid

G2
Health and Safety

Limits of your responsibility

Oxfordshire Skills for Health
Towards a workplace learning culture

© 2004 Arakelian