

HR教你如何投诉上司 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/646/2021_2022_HR_E6_95_9_9_E4_BD_A0_E5_A6_c96_646794.htm 收听一段人力资源经理与一位雇员之间的对话，这位雇员对他的上司对待他的方式不太满意，看看他是如何对老板抱怨的。如果你需要帮助，可以在任何时间阅读下面的文稿文本。 Transcript HRO

: Good morning Mr Johnson, how can I help you? Mr J : Well, I ' d like to talk to you about Tim Bond, the department manager.

HRO : What seems to be the problem? Mr J : Well... ever since Sandra left the department, I feel like I ' ve been targeted to do all her work, as well as mine. Tim has made me work overtime. I ' m expected to attend too many meetings and I seem to be spending a lot of my time doing unnecessary paperwork. (投诉一：上司给我太多活了！我在上班时间做不完，只好无偿加班干活！)

HRO : I ' m sorry to hear that.... Mr J : And... on top of that, I ' d specifically asked if I could leave early last Friday, as I ' d done a lot of overtime during the week. But we had a deadline on Friday afternoon and even though I ' d finished my specific work I was expected to help other colleagues finish their work too. HRO : But surely that is a positive sign showing that Mr Bond has a lot of trust in you, in getting you to help other colleagues. Mr J : Yes, but I feel like I ' m being singled out! Other colleagues get to leave early, and they don ' t have such a lot of work to do. (投诉二：上司总给我安排不合理的任务，提出不合理的要求。) HRO : So you feel he ' s been making unrealistic demands on you? Mr J : Yes,

absolutely. HRO : Do you think it ' s because Mr Bond is unaware of what you ' re doing? Mr J : Well, he never seems to ask us to do a job. He just delegates, and that ' s another thing, he never listens! (投诉三 : 上司从不顾我的感受 , 他/她只会给我安排工作 , 从不听我的想法 !) HRO : Right. Have you approached Mr Bond about this particular problem? Mr J : I ' ve tried to approach him, but whenever I go to his office he is either in meetings, or he is never there. It seems like he just has no time for us. (投诉四 : 我根本没时间找上司讨论任何问题 , 他/她总是很忙。) HRO : Well at this stage it would be better if you approached him directly. If nothing else, showing that you ' ve tried to solve the problem yourself, before you take it further, makes it clear that you ' re not just a complainer and can boost your credibility. Why don ' t you send an email requesting a meeting with him in private? (小编注 : HR建议 , 解决和上司之间的矛盾的第一步就是沟通 ! 你可以先写一封邮件给你的上司 , 要求和他/她私下面谈。这样既显得有礼貌有诚意 , 也顾及到了上司的面子。) Mr J : Hmmm, I ' d be a bit worried about his reaction. I wouldn ' t know what to say! HRO : Well firstly, you ' ll need to plan what you are going to talk about before going ahead with a meeting. You can always take notes to which you can refer. This shows that you have considered what you need to discuss. (小编注 : HR教你如何投诉你的上司。最直接的办法就是和上司面谈 , 面谈之前 , 你就要计划好见到上司后 , 你要说什么 , 怎么说。你可以事先写好备注 , 这样也等于为自己理清思路 , 到底要和上司说些什么。) Mr J : OK. HRO : This is obviously a delicate

situation, so be very careful not to criticise as this could bring on a defensive reaction. You need to be diplomatic when you speak to him. If, after you have spoken to him in a rational way, you still find he is being unreasonable, come and speak to us and we can arrange a meeting between the three of us. But do remember you need to have evidence for us to be able to take further action. (小编注：直接投诉上司是种很微妙的处境。处理得好，会让上司对你刮目相看，处理不好，你和上司的梁子就结大了，以后你就要更加战战兢兢地过日子。所以，在投诉上司时，一定记住：不要去批评上司哪里做错了，要就事论事，客观公正地和上司讨论现在面临的问题。上司永远是上司，他/她可以做错，但你不可可以说错！如果你很理性地和上司面谈之后，你的状况还是没有改变的话，那你就需要去找人事部门，安排第三方在场的会谈。第三方介入的会谈的关键在于，你要用证据说话！口说无凭，有了证据，公司其他部门才能采取进一步行动，以保障你的利益。) Mr J : OK, I ' ll send him an email now to request a meeting, and we ' ll see what happens from there. Thanks for your advice. HRO : Good luck and let us know the outcome. #0000ff>点击此处，免费下载本文音频 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com