“Yes, but that won’t help because…. Yes but I already tried that…. Yes but I don’t think that would really work for me…”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Involuntary Attendance

“My lecturer told me I had to come. He says there’s massive problems with my work and I’ve got to get them sorted and he wants you to tell him that I’ve come. But….”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Hidden Agenda

“Could you just check up to here? And look at this page? And this one? And maybe just tell me if this bit is ok? What about this bit? Well, do we have time to quickly check…?”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Undercommunicative

“…”
“I don’t know.”
“….”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Beyond your remit/expertise

“I need to improve my English. I make many grammar mistakes. Can you teach me” (imagine a text written by a non-native speaker with a very low level of fluency)

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Overcommunicative

“Hello! So anyway… sorry, shall I sit here? Oh yes. Right, so anyway, I’ve written this essay – I was going to go for this topic but thought in the end I’d go for that one, and so it’s about, well, there’s a bit that I’m not sure about but anyway…..”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
“Erm.. I’m not sure… what exactly is it that you can offer? I don’t know, I haven’t got any assignments yet so I’ve not brought anything with me, I just heard about the service and thought I’d book and see what you do.”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
What might the causes of this behaviour be?
What might happen if you don’t try to address it?
What strategies might you use to address it?
How might you phrase this?
“So my dissertation is due tomorrow, and I just wanted to run it by you before I hand it in. Could you check the structure, and whether I’ve been critical enough?”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
Extrinsic, Instrumental Motivation

“I want to get a first. Could you tell me how to write an essay so I can get a first? I need a 70% to bring my marks up overall. If you could just give me a simple step by step of exactly what to do, that would be great.”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?
“But I know that’s how it is—I’ve worked in that field for years, I’ve seen it hundreds of times, I know what I’m talking about. What’s the problem with what I’ve written?”

- What might the causes of this behaviour be?
- What might happen if you don’t try to address it?
- What strategies might you use to address it?
- How might you phrase this?