4 1:11 **In Version 2, Simon uses modal verbs, introductory phrases and negative questions to make his advice more diplomatic. With a partner, find suitable words to complete the useful expressions for being diplomatic in the checklist. Then listen again and check your answers.**

Useful expressions: Being diplomatic

Modal verbs		
You _____ want to ...	You could maybe ...	You'd do better (not) to ...
Introductory phrases		
I think _____ ...	It _____ to me that ...	Actually, I think ...
Negative questions		
_____ you think ...?	Wouldn't you agree that ...?	
Wouldn't it be better (not) to ...?	Why _____ you ...?	

Diplomatic advice

5 Make these comments more diplomatic.

1 You shouldn't disturb your co-workers.
2 You won't meet deadlines if you don't prioritize.
3 Delegate, or you'll never finish the job.
4 You shouldn't eat at your desk.
5 Don't make personal calls at work.
6 If you ignore your colleagues, don't expect them to help.
7 You'll make yourself ill if you don't take care of your life-work balance.

6 With a partner, read the dialogue aloud. Then read it again, making it more diplomatic.

A: You disagreed with the boss this morning. Not a good idea!
B: So what? I was right, he was wrong.
A: But you're always so aggressive!
B: And you should mind your own business!
A: You'll never progress in this company if you can't accept criticism.
B: So that's why you never got promotion, right?
A: Well, unless you change your attitude, don't expect any support from me.
B: Look, just forget it, OK? It's coffee time anyway.

Internet research

Search for the keywords *learn English*. What are the best e-learning resources for English available on the Web?

Roleplay

7 With a partner, hold informal problem-solving meetings. Use diplomatic language to help you agree, unless you feel a more direct approach is necessary.

Student A: turn to page 114.
Student B: turn to page 120.