

**5**  1:64–1:67 Listen again and complete the useful expressions in the checklist.

### Useful expressions: Handling conflicts

#### Asking for time

Can I get back to you later on?  
 Can we work something out this afternoon?  
 I need some time to think it over.  
 I'm not in a position to give you an answer right now.

#### Acknowledging and being heard

I understand that you feel upset, but I'd much rather ...  
 I realize that this is maybe not the best time, but ...  
 I appreciate that you have your own agenda, but ...  
 I'd love to talk about this later, but right now I ...

#### Offering compromise

What would be an acceptable compromise?  
 I'd be happy to ...  
 I'd much prefer to ...

#### Expressing feelings

I hesitate to ask you this, but ...  
 The way I see it is like this ...  
 I feel guilty about saying no, but ...  
 I think we should ...  
 That seems a bit unfair to me.

#### Saying no

I appreciate the offer, but no, thanks.  
 No, thanks.  
 I'm afraid not.

### Speaking

**6** Work with a partner. Reformulate and continue these conversations more assertively.

- A: Can we talk? You never gave me an answer about taking Wednesdays off.  
 B: Some other time, OK? I'm in a hurry now.  
 A: You always say that. You never listen to what I say anyway.  
 B: Nonsense! Of course I do. I've just got bigger issues to deal with at the moment, that's all.  
 A: ...



- C: Lend me €50, will you, I'll pay you back next week.  
 D: Oh, €50? Well, all right then, but I wanted to buy a pair of shoes after work ...  
 C: What do you need more shoes for? You've got hundreds of them already!  
 D: Yeah, but ... the thing is, you're always asking to borrow money!  
 C: ...  
 E: I thought I'd already told you about wearing jeans to work!  
 F: Look, you don't understand! These are designer jeans, right? Jean-Paul Gaultier.  
 E: I don't care if they're Gaultier, Gucci or 24-carat gold-plated! No jeans, d'you hear?  
 F: It's not as if the customers ever actually see me, is it? No video on our phones, is there?  
 E: ...

### Roleplay

**7** With a partner, roleplay conflict situations in the workplace.

- Student A turn to page 114.  
 Student B turn to page 116.

### Internet research

Search for the keywords *how to read body language*. Make lists of body language associated with aggression, passivity and assertiveness in your culture and report back to the class.

### eWorkbook

Now watch the video for this unit.