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

Useful expressions: Handling conflicts
Can I to you later on? Can we work this afternoon? I need some time to time it to you an answer right now.
I understand that you but I'd much rather I realize that this is maybe not the but I appreciate that you have your where your but I'd love to talk about this later, but right now I
Offering compromise What would be an Property ? I'd be happy to I'd much prefer to
I hesitate to this, but The way I 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 o flee 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: ...

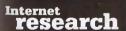
- E: I thought I'd already told you about wearing jeans to work!
- F: Look, you don't understand! These are designer jeans, right? Jean-Paul Gaultier.
- E: I don't care if they're Gaultier, Gucci or 24-carat gold-plated! No jeans, d'you hear?
- F: It's not as if the customers ever actually see me, is it? No video on our phones, is there?

E: ...

Roleplay

With a partner, roleplay conflict situations in the workplace.

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



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.



Now watch the video for this unit.