Listening B2.3

Decide if the following statements are TRUE or FALSE:

1. Sally Strauss is an expert on awkward situations in school.	True	False
2. "Soft" wording should be used when correcting others.	True	False
3. Politics is an interesting topic and should be discussed at work.	True	False
4. Compliment social media addicts when they "come up for air".	True	False
5. Don't participate in gossip.	True	False

Complete the following summary:

The name of the program is ....., and today's guest Sally Strauss will be discussing some general ..... for handling awkward office situations.

It is necessary to be kind when correcting others and make ..... when telling colleagues something they might not like.

An ..... is recommended when dealing with some awkward situations like a partner's bad breath, or if someone is speaking ..... on the phone, as well as if someone brings ..... to the office or strong perfume.

Politics generally leads to ....., so it's advisable never to discuss this issue at work.

Shut off ..... of your phone if you're in the middle of a meeting and your receive a call.

If you send an email to the wrong recipient, call them immediately and ..... personally.

Do not ..... if you are late for a morning meeting, instead arrive and seat silently in order not to interrupt.

Be careful if your ..... ask you for favors and regarding ..... letters, only give them if you are sure the person is right for the job.

..... formally if you run into a client whose name you have forgotten, that will make the client answer likewise.

Stay cool and keep the focus on your clients If you ever ..... on your shirt, act as if nothing serious has happened.

If people at work talk behind others' back, it is better ..... in it.

LIVEWORKSHEETS