

LESSON: CONFLICT RESOLUTION

- 1** Complete these sentences with the verbs from the list. Change the form of the verb if necessary.

build (x2) process form manage take
read keep (x2) give weigh up work

- 1 Jens found it very difficult to _____ the situation at MMK – he couldn't understand what was going on at all.
- 2 If you want to _____ good relationships with clients from other cultures, you need to inform yourself about their customs and ways of doing things.
- 3 Before relocation, we _____ the pros and cons of staying in our own country or moving to a new location with lower costs.
- 4 I can't give you a final decision until I've _____ all the information you sent me.
- 5 I'll _____ my eyes open when I go to that meeting in Tokyo so I can learn more about office etiquette there.
- 6 Here in the south, we like to _____ our time to get to know people before we do business with them.
- 7 Some people _____ an opinion of a company based on first impressions, so the attitude and behaviour of reception staff is very important.
- 8 My six-month placement with ACI _____ me an insight into how business is conducted in India.
- 9 Erik will be managing a multicultural team so he'll need to _____ his intercultural skills.
- 10 Sanjit's move to the European office will _____ both ways – he'll learn about our culture and we'll get extra help with the project.
- 11 For me, the hardest part of doing business in a different culture is _____ unknowns – I don't like dealing with unfamiliar situations.
- 12 Petra _____ an open mind while she was investigating the cause of the communication breakdown – she wanted to talk to everyone before she reported to the CEO.

- 2** Replace the words / phrases in *italics* with the adjectives from the list. Make any changes that are necessary.

out-of-the-way outspoken run-of-the-mill
down to earth unexpected low-key
up-and-coming time-consuming easy-going
open-minded tedious self-assured

- 1 Sam is very *practical and sensible* _____, which helps us keep things in perspective when there are problems in the office.
- 2 DDM's new office building is attractive, but it's *quite difficult to get to* _____ and doesn't have good transport links.
- 3 I was *open and honest* _____ in my criticism of the plan and this offended my hosts.
- 4 I don't like to attract a lot of attention so my retirement party was *simple and not extravagant* _____.
- 5 The position they offered was not particularly interesting – in fact it was rather *ordinary* _____.
- 6 One of the most *surprising* _____ things was the number of times meetings were rescheduled at the last minute.
- 7 My manager has a *relaxed* _____ attitude towards timekeeping so I don't have to worry if I'm late for work.
- 8 This project is *taking a lot of time* _____, so hopefully the results will pay off.
- 9 We prefer to do business with companies that are *willing to listen to different ideas* _____ and not afraid to take risks.
- 10 Sometimes the fact that he is so *confident in himself* _____ does come across as arrogance.
- 11 They've just opened a new branch in an area of town that is *growing in popularity* _____.
- 12 Data entry is one of the more *boring and repetitive* _____ aspects of the job.

- 1** Sonia and Luis are discussing Luis's visit to a potential site for the company. Choose the best answer from the words in *italics*.

Sonia How did you feel about the beach site?

Luis I've got to say that I'm not 100% ¹*agreed / convinced / decided*. I mean, it's beautiful. But it's more of a holiday resort than a business centre. There's too much of a holiday feeling – and it's not even especially close to the airport. All in all, it's going to be a bit more complicated than we ²*anticipated / considered / proposed*.

Sonia I see. What about the potential pitfalls? What's your impression of the local workforce, for instance?

Luis Well, I ³*shouldn't / wouldn't / didn't* go so far as to say that they don't speak English at all, but I did run into a couple of problems. ⁴*I'm saying not / I'm not to say / I'm not saying* it's a bad thing that their French is better than their English, it's just that English will be a major factor as well, so I'm a bit ⁵*aware / careful / wary* of that. I'll do more research if you want, but I can't promise ⁶*nothing / something / anything*. I'm a bit reluctant to recommend the site at this stage.

Sonia What about the city-centre site?

Luis I ⁷*ought to / 've got to / shall* say that I've never seen anywhere quite like it. I'm totally convinced by its potential, as it's really got everything you could ask for. I'm sure you'll agree that the local facilities are first class. There's also an old factory which I'm fully ⁸*confident / assured / insured* we can acquire and refit.

Sonia I'm not sure whether the budget will stretch ...

Luis That's not ⁹*an explanation / a reason / a rationale* to delay. As you'll see from my projected figures, the price of the disused factory is a bargain! We ¹⁰*can't / mustn't / don't* go wrong!

Sonia Then that shouldn't be a problem.

2 Correct the mistake in each sentence.

- 1 I'm not just 100% convinced – I mean, theoretically it's a good idea, but ...

- 2 I'm fully sure that you'll agree to the proposal.

- 3 To be just, the whole matter could have been worse.

- 4 I collected from your report that he would not be coming.

- 5 I wouldn't go so much as to say that I think it is fantastic, but it certainly has potential.

- 6 From how I could see, there are already several established retail outlets.

3 Report these statements as indicated in brackets.

- 1 The meeting went much better than expected. (reporting a personal observation)

- 2 The trip did not go as planned and I had a lot of problems. (avoiding being negative)

- 3 The proposed site would be perfect for the company. (being persuasive)

- 4 The project is going fairly well. (reporting from another source)
