



1 Complete the dialogue with the phrases in the box.

if we were to I'll agree to set up let's figure out most concerns me potential problem
reach a compromise straight to the point to raise the issues you be prepared

- A:** So let's get ¹_____. We need to meet up with our potential alliance partner as soon as possible.
- B:** I know, but what ²_____ is that we'll make the same mistakes as with our previous alliance. Remember how that ended?
- A:** Not if we plan it more carefully. What ³_____ create a checklist for us to discuss with them? Would ⁴_____ to do that this week?
- B:** Yes, good idea. I'll get a first draft to you by tomorrow.
- C:** The ⁵_____ I see is that we haven't really got much time. We should have done this far earlier.
- A:** I know, but we didn't. There's no time for regrets now so ⁶_____ our approach to the discussions as quickly as possible.
- C:** We can't let them dictate to us how the new alliance would operate.
- A:** Too right! So ⁷_____ a meeting with the potential partner, then. Is that OK with everyone?
- B:** Absolutely. We definitely need ⁸_____ that we're worried about before we agree to anything.
- A:** Agreed. We need a joint policy on everything. I'm sure we'll be able to ⁹_____ that suits us all.

Analysing and learning from mistakes

2 Choose the correct option in *italics* to complete the dialogue.

- A:** Entering into an alliance has been quite good for the most part. However, in many ¹*approaches / ways*, our biggest mistake was not getting regular feedback from staff.
- B:** I agree. This ²*meant / considered* that we didn't realise how unhappy they were because of the confusion about procedural guidelines.
- A:** I know. With ³*reference / hindsight*, we should have realised this earlier. If we'd spent more time in the planning stages, we might have avoided losing some of our best staff.
- B:** Exactly. One thing I hadn't ⁴*created / expected* was how demotivated they would become because of the lack of clear guidelines.
- A:** And, of course, it wasn't ⁵*addressed / foreseen* that we wouldn't be able to increase salaries this year due to the recession.
- B:** We couldn't have planned for that. I think the key ⁶*takeaway / hindsight* for me here is that we need to ensure that all employees are following the correct company procedures.
- A:** So, we need to write new guidelines immediately and schedule in regular feedback from all staff.
- B:** Nevertheless, all ⁷*in / for* all, we haven't done too badly, despite this problem.
- A:** Agreed. ⁸*Considering / Thinking* everything that happened, we did OK and going ⁹*forward / future*, I'd like us to offer staff more training and support.
- B:** I'm in total agreement.