

Pre-task 1

Instructions:

1. Listen to the extract from a feedback meeting and fill in the spaces with the 6 questions. 
2. Orally classify the 6 questions into rising and falling intonation.
3. Share your answers with your instructor. Read the questions aloud when sharing your answers.

Simone: Hi, Tristan. Good to see you.

Tristan: Thanks, Simone. Good to see you too.

S: So I'm glad we have this check-in scheduled. I wanted to take this time to tell you how much I appreciated your contribution at this morning's meeting.

T: Oh, _____?

S: Yeah. You came prepared. You sent the information in advance. And I think it really added to the quality of the conversation. You created that chart, and I think it helps the team get on the same page. And I'm pretty sure we wouldn't have been able to get there if you hadn't done that.

T: Thank you. I actually enjoyed it. You know how much I love data and infographics.

S: Your preparation and foresight was really helpful for the team, and your interest in data analysis actually really aligns with the team's priorities really well.

T: Yeah, I agree. I'd love to see us do more of this, but one thing that chart didn't show is how hard it was to pull all that data together. I had to get it from three different places, which brings me to what I wanted to talk to you about today.

S: OK. _____?

T: In the spirit of innovative ideas, I copied you on the email I sent to the analytics group about creating a regular dashboard, so that I don't have to integrate these numbers manually.

S: I saw that email, and I wanted to give you some feedback about how you started that conversation.

T: OK.

S: So I'm concerned about the length of the email and the tone. You may have put the analytics team on the defense.

T: I'm surprised to hear that because that wasn't my intent.

S: So, _____?

T: As you saw, I sent them a copy of the graph and described all the hoops I had to jump through to put it together. I don't understand why nobody thought of putting it in a dashboard before.

S: So let's check that assumption. Maybe somebody has thought about doing it, but they just haven't gotten around to it yet because they have so much on their plate. Let me have you put yourself in their shoes. _____?

T: Caring about the work, I guess, or feeling like it matters, or even respect for the person who's asking.

S: Right. So to earn their respect, you may need to consider their capacity, acknowledge how hard they work, and maybe make more of a personal connection with them. That might help warm them up to the idea.

T: You're right. I'll draft after a shorter, more positive email by the end of the week.

_____ at it before I send it?

S: I'd be happy to. I remember at the beginning of the year, you had listed polishing your communication style as one of the things you wanted to work on this year, and this is a great opportunity.

T: I agree.

S: So the good news, Tristan, is that you have great ideas and you back them up with action. The challenges that sometimes you'll want to think about-- tone of your communication, especially when you need to work with other groups. I'm in full support of this idea and pursuing it with the analytics group. I'd like to see you use this as an opportunity to really flex your communication skills.

T: Yeah.

Perhaps in the email draft that I send them, I can mention that it's something you're interested in, too, and maybe invite them to come talk to us about it.

S: I think that's a great idea, and I really appreciate your commitment to improving these skills. I think it's really critical to how we get things done, so _____ I can help you out?

T: Not that I can think of right now, but this is a good insight for me to work on. Thanks for your help.

S: Great. So I'll look for that email from you. And we have our next check-in in a couple of weeks. But if there's anything you think of that I can help with before then, definitely let me know.

Useful Language

- Where is the button to play the audio?
- Where is the button to check my answers?
- Should I check the answers now?
- How many times can I play the audio?