

A graphic header for the 'LISTENING' section. It features a grey background with a lime green arrow pointing right towards the word 'LISTENING' in large, white, bold, sans-serif capital letters. To the left of the arrow is a pattern of white dots of varying sizes, and to the right is a lime green jagged shape resembling a torn paper edge.

LISTENING

Listen to three people describing conflicts. Match the speakers (1-3) with the people involved in the conflicts (a-d). Join answers with arrows. There is an extra option that you don't need to use.

a an employee and a manager

Speaker 1

b a parent and a son

Speaker 2

c two students

Speaker 3

d a television presenter and a guest

Listen again. Why were the speakers unhappy? Match the speakers (1-3) with the reasons (a-f). Join answers with arrows. There are three extra reasons that you don't need to use.

This speaker thinks that the person they're describing

a was being selfish.

b was inefficient.

c hadn't told the truth.

Speaker 1

d was being lazy.

Speaker 2

e shouldn't have shouted.

Speaker 3

f had treated him unfairly.

Choose the correct speaker.

Which speaker

a lost his/her temper?

b still speaks to the person he/she disagreed with?

c eventually pretended to agree with the other person?

d felt humiliated by the other person?

e didn't speak to the other person for a short period?

f shocked other people who were watching?