

attract gain evidence persuade introduce

- a In my last company, as the HR manager I ¹_____ a new working day - having a shorter lunch break and finishing the day earlier. At first, it ²_____ **opposition**, so I had a meeting to explain how it would be better and **presented** ³_____ from other companies. I then agreed to **delay** its introduction and asked people to **volunteer** to try it. The volunteers found several benefits and then they explained to colleagues what they'd ⁴_____ from the change. In the end, I managed to ⁵_____ almost everyone and only had to **force** the change on one or two people.

achieve disagreement extend force grade

- b When I was at university, we were doing a group project and two of the team weren't getting on. I was worried we would miss our **deadline** and we wouldn't ⁶_____ the mark we all wanted. I ⁷_____ them to sit down and sort out their ⁸_____, which they did. I also talked to our tutor to explain the situation and I managed to get the deadline ⁹_____. In the end, we got a B+ ¹⁰_____ for the project, which was good.

manage deadline standard responsible rush

- c I worked for a printing company before, where I was ¹¹_____ for sales. One time, I agreed to a job, but I quickly realised it was too much work and I'd set the price far too low. In order to meet the ¹²_____, we had to pay people to work weekends. We ¹³_____ to do the work, but it was still a ¹⁴_____, and the client said they expected a **higher** ¹⁵_____. So, we **lost** money and **lost** our customer.