

Reading Worksheet: Dealing With Difficult People at Work

Course: English for Business and Customer Service Executive – Grade 10

Level: B1.1

Indicator of Knowledge: Recognizes specific information in written texts about dealing with others.

Part A – Reading Comprehension: Multiple Choice

Instructions: Read each question carefully. Choose the best answer (A, B, or C) based on the reading “Ways to Handle Working With Someone You Can’t Stand.”

Text: <https://www.waldenu.edu/programs/business/resource/five-ways-to-handle-working-with-someone-you-cant-stand>

1. What is one reason to be kind to someone who is rude to you?

- A. It helps you avoid meetings with them.
- B. It shows you are mature and in control.
- C. It helps them become your friend.

2. What is suggested if you see the person in the lunchroom?

- A. Go eat in another area to avoid them.
- B. Sit close and try to talk to them.
- C. Ask your boss to move their schedule.

3. Why is it important to talk to your boss about a rude co-worker?

- A. So the person can be fired.
- B. So you don’t have to see them again.
- C. So the boss understands how others are affected.

4. When is it best to address the problem directly with the co-worker?

- A. When you are angry and emotional.
- B. When you are calm and can give examples.
- C. When someone else tells you to do it.

5. What should you focus on during a conversation with a difficult co-worker?

- A. The issues and how they affect work.
- B. The person's bad habits and personality.
- C. Their friends and other people in the office.

6. What can help you feel better after dealing with a difficult person?

- A. Doing self-care like exercise or meditation
- B. Ignoring the problem every day
- C. Complaining loudly to other co-workers

7. Why is it helpful to share your frustrations with a manager?

- A. It helps you get promoted.
- B. It can help the rude person understand their behavior.
- C. It stops the company from giving them work.

8. What does the article say about managing your emotions?

- A. It is not important in business.
- B. It shows maturity and professionalism.
- C. It can make people afraid of you.

9. Why might a co-worker act in a rude way, according to the article?

- A. They may have personal problems outside of work.
- B. They want to get a new job.
- C. They don't like the company policies.

10. What is one benefit of Walden University's programs?

- A. They help you avoid work while you study.
- B. They allow you to study online and keep your job.
- C. They teach how to avoid all difficult people.