

Ending conversations

GET READY!

1- Before you read the passage, talk about these questions:

- When might you have to end a conversation before someone has finished talking?
- What are some phrases people can use to end a conversation politely?

READING

Angie's Advice
by: Angie Andrews

Dear Chatty Colleague,

Everyone has a colleague that can talk too much. These "little chats" can **take up** a lot of **time**. It is always hard to end the conversation without being **rude**, but there are some things you can do to improve the situation. Here are some polite **phrases** to help you in the future.

- Anyway, I'd better run.
- I should **get back** to work now.
- I'm **afraid** I'm very busy at the moment. Can we talk later?
- Unfortunately, I don't **have the time**.

All these phrases signal the end of a conversation, so hopefully your talkative co-worker will let you return to work. Remember to always keep a polite **tone**, so you don't cause **hurt feelings**. Good luck!

2 Listen and read this excerpt from an advice column. Then, choose the correct answers. How many ways does it give to end a conversation?

- What is the main idea of the advice column?
 - how to politely exit a conversation
 - the proper time for certain conversations
 - ways to improve conversations with co-workers
 - types of conversations not to have at work
- According to the passage, what action will prevent a co-worker from feeling bad?
 - returning to work
 - talking to someone later
 - speaking in the correct tone
 - ending a conversation quickly
- According to the passage, which is NOT true?
 - Small talk at work can cost a lot of time.
 - Ending a conversation can cause hurt feelings.
 - Most offices have a person who talks a lot.
 - It is rude to end a conversation with a co-worker.

VOCABULARY

3 Write a word that is similar in meaning to the underlined part.

- The salesman was impolite and unfriendly.
_ _ _ e
- John needs to return to work.
_ _ _ a _ _
- Patrick should leave now or he will be late.
b _ _ t _ _ _ n
- Knowing a few foreign groups of words is useful when traveling.
p _ _ _ _ s
- Too much conversation at work uses a lot of time.
_ _ _ e _ _ _

4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

busy tone hurt someone's feelings
unfortunately afraid have a lot of time

- _____, Jim will not be attending the meeting.
- Ms. Baker isn't polite and is going to _____.
- The businessmen _____ because their plane is late.
- The office is _____ since there are many people working.
- Mr. Fox is _____ that he'll be late.
- Use the right _____ of voice in work conversations.

LISTENING

5 Listen to a conversation between two colleagues. Mark the following statements as true (T) or false (F).

- ___ The man recently took a trip.
- ___ The woman tries to end the conversation.
- ___ The speakers plan to talk the next day.

6 Listen again and complete the conversation.

- Colleague 1: Hey John! How are you? How was your 1 _____?
- Colleague 2: Oh, hi Susan. It was wonderful. Aruba is 2 _____.
- Colleague 1: Wow! I want to go to the Caribbean. Was the weather nice?
- Colleague 2: Yes, the weather was fantastic. And the people are very 3 _____.
- Colleague 1: Great. Tell me more. Was it 4 _____?
- Colleague 2: Well, I'm afraid I'm really busy at the moment. Can we talk 5 _____?
- Colleague 1: Sure, no 6 _____.
- Colleague 2: Okay. See you then.