

1 Complete the dialogue with the phrases (a-f) in the box.

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|-------------------------------|--------------------------|-------------------------|
| a discuss this face-to-face | c best interests in mind | e be perfectly frank |
| b after careful consideration | d having had a chance to | f drawing on experience |

E: Thanks for coming in today, David. From your email, I had the impression that there might be some issues with our initial agreement.

D: That's right, Emma. To¹ ____, the project is more complicated than we first thought.

E: What makes you think that?

D: Well, ² ____ look through all of the material carefully, it appears that it will require specialised software.

E: Why didn't you mention this in your email?

D: The main reason is that I wanted to ³ ____, so that we can agree how to proceed.

E: OK, but do you think this specialised software will increase costs significantly?

D: Well, no, I don't believe it will. ⁴ ____, we've written this type of software many times before and the cost would only take us a little above the terms we agreed.

E: What about deadlines? Would it create any problems in terms of delivery date?

D: I've looked at the schedule and, ⁵ ____, I've worked out how we could do this with only five extra days.

E: Oh, that's actually not as bad as I thought it would be. I wouldn't have a problem changing the agreement along those lines.

D: That's good to hear. Thanks for your understanding. We always approach projects by keeping the client's ⁶ ____ and this solution should provide a much better outcome.

Promoting collaboration

2 Choose the correct option in *italics* to complete the sentences.

- Let's be *open* / *over* today and come *out* / *up* with some new ideas.
- So, let me just *check* / *approve* that we're all on the same *page* / *book*.
- I think *each* / *both* perspectives are valid because they consider key *issues* / *views*.
- I'll come back *at* / *to* you in a *second* / *time*, if I may.
- Any thoughts on how *well* / *best* to *tackle* / *hold* this?
- Roland, what might be the *wins* / *benefits* of Anya's way of *thoughts* / *thinking*?

3 Choose the best response to match the function in brackets.

- There's no way this suggestion would work. (manage different views positively)
 - You never look on the positive side.
 - Let's not dismiss this idea too quickly.
 - Doesn't anyone have a more practical solution?
- There are many reasons why this is our best option. (quieten louder individuals)
 - Let's consider the options and then move on to the next agenda point.
 - Could you be quiet for a while because nobody else is able to contribute.
 - If I can just stop you there, Jay, because it would be useful to hear other views.
- We should change to a more local venue. (make people engage with others' ideas)
 - Perhaps you can suggest a more sensible idea, Mina?
 - Mina, any reflections on Toby's suggestion?
 - That won't work, Toby. Mina, any thoughts?