

1. READ THE DIALOGUE BELOW, AND DISCUSS WITH YOUR PARTNER WHAT YOU UNDERSTOOD FROM IT.

**Tim:** Hey, can I get a little facetime?

**Randall:** Sure, let's dialogue.

**Tim:** Great. I tried to ping you earlier, but you weren't in.

**Randall:** Yeah, I had to handle some pushback on my proposal.

**Tim:** Really, why was that?

**Randall:** Well, I've come up with a number of synergies in the value chain. My value proposition was to seamlessly integrate our customer service reps.

**Tim:** Sounds like a win-win. How long is the ramp-up?

**Randall:** That's the problem. I projected a roll-out in two months. C-level people want to dial-in the project in two weeks.

**Tim:** ...but you're proposing an end-to-end solution!

**Randall:** Yeah, I know. I had the time-frame mapped out for all the deliverables, too.

**Tim:** Sometimes you have to wonder about high-level management's capabilities to leverage people like you!

**Randall:** You're much too kind! Anyway, what was it you wanted to talk to me about?

**Tim:** Nothing much, I just wanted to give you a heads-up on some performance management issues I've been having with Pete.

**Randall:** No room to breathe?

**Tim:** You've got it ....

2. NOW, READ A SIMPLIFIED VERSION OF THE SAME TEXT. DID YOU UNDERSTAND RIGHT THE FIRST TEXT?

**Tim:** Hey, do you have some time for me?

**Randall:** Sure, let's talk.

**Tim:** Great. I tried to contact you earlier, but you weren't in.

**Randall:** Yeah, I had to manage some complaints about my idea for the company.

**Tim:** Really, why was that?

**Randall:** Well, I thought of a number of tasks that can complement each other in how we provide our service. My improvement idea was to include our customer service representatives in our processes.

**Tim:** That sounds like a good idea for everybody. How long will it take to put your plan into action?

**Randall:** That's the problem. I think it will take two months to put into place. The directors want to put the project into action in two weeks.

**Tim:** ...but you've suggested a complete solution to the problem!

**Randall:** Yes, I know. I had developed a schedule for all of the improvements, too.

**Tim:** Sometimes it's difficult to understand why upper management can't take advantage of people like you!

**Randall:** You're much too kind! Anyway, what was it you wanted to talk to me about?

**Tim:** Nothing much. I just wanted to tell you ahead of time about some problems I'm having with Pete trying to control everything I do.

**Randall:** No room for your own efforts?

**Tim:** That's right.

3. MATCH THE PARTS OF THE TEXT ON THE LEFT WITH THEIR MEANINGS ON THE RIGHT.

to dial-in   to map out   pushback   synergies   value chain   roll-out  
win-win   ramp-up time   seamlessly   to leverage   facetime  
heads-up   to ping   deliverables   C-level   end-to-end

time together

to contact someone

to object to, complain about,

combinations in efforts that improve something

the group of processes that provide something positive

flowing smoothly, without problems or gaps

successful outcome for everyone involved

put a project into action, to work

time it takes to do something

upper management, directors

launch or introduce a new product or service.

complete

to plan

specific improvements or products to be made

to take advantage of something

notice, warning of something

**4. ANSWER TO THESE QUESTIONS WITH YOUR PARTNER.  
TRY TO USE THE NEW VOCABULARY AS MUCH AS POSSIBLE**

- **What do you do when you face pushbacks on your ideas and projects at work?**
- **Are you good at working in synergy with other people?**
- **Would you like to reach the C-level at work one day? What position would you like to have? (CEO, CFO, director of...)**
- **What are the deliverables you have to produce in your work? (reports, memos, emails, products, etc.) Are you good at delivering things on time?**
- **When you have a plan or project to put into action, do you like to dial things in as soon as possible? Or do you like to map everything out before starting?**