Functional language

Talking about performance

1 **Choose the correct option in italics to complete the performance review.**

M: What do you like most about your role?

E: I think the most [1]*consistent / rewarding* aspect of my job is finding solutions to client problems. I love that.

M: I can see that. You've provided strong [2]*evidence / thoughts* of that in the really good feedback you've received from clients. You consistently [3]*keep / demonstrate* an ability to come up with creative solutions. You [4]*respond / lead* quickly to rapidly-changing situations and you've also [5]*excelled / failed* at making sure everything runs smoothly at our recent sales conferences.

E: Thank you. I appreciate this positive feedback.

M: However, there are a couple of things that could be better. Firstly, you don't always [6]*follow / keep* the instructions set out in the sales handbook, so I suggest you look at it again.

E: I will.

M: Secondly, you do have [7]*an initiative / a tendency* to be late with your weekly reports. There's definitely [8]*space / room* for improvement there. What do you think you could do to [9]*focus / improve* on that?

E: Well, I think I need to be better at time management. I've been looking into the possibility of going on a time management course and I'd like to hear your [10]*thoughts / priorities* on that.

M: Well, you've certainly [11]*achieved / demonstrated* everything else we've asked of you so I'm sure we can arrange that for you.

E: Thanks.

Developing a convincing argument

2 **Complete the sentences with the phrases in the box.**

a matter of talking don't take this opportunity in a nutshell one clear benefit the obvious thing to do the twin benefits the worst

1 _____ of the policy is that it will save a lot of time.

2 _____ now is to ask yourself if you want to move up the career ladder.

3 If you _____, you will never discover your full potential.

4 _____, meeting targets determines your future in the company.

5 Even if things don't go well, what's _____ that can actually happen?

6 It's simply _____ to other employees who've already taken the step.

7 This gives you _____ of a bigger team to manage and more responsibility.

3 **Match the sentences (1–7) in Exercise 2 with the functions (a–f).**

a Suggest easy steps for success ___, ___

b Highlight the positives ___

c State two advantages together for impact ___

d Simplifying to make a clear point ___

e Emphasise possible lost opportunities ___

f Reduce negative risks ___

LIVEWORKSHEETS