

## 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 <sup>1</sup>*consistent / rewarding* aspect of my job is finding solutions to client problems. I love that.

**M:** I can see that. You've provided strong <sup>2</sup>*evidence / thoughts* of that in the really good feedback you've received from clients. You consistently <sup>3</sup>*keep / demonstrate* an ability to come up with creative solutions. You <sup>4</sup>*respond / lead* quickly to rapidly-changing situations and you've also <sup>5</sup>*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 <sup>6</sup>*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 <sup>7</sup>*an initiative / a tendency* to be late with your weekly reports. There's definitely <sup>8</sup>*space / room* for improvement there. What do you think you could do to <sup>9</sup>*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 <sup>10</sup>*thoughts / priorities* on that.

**M:** Well, you've certainly <sup>11</sup>*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 \_\_\_\_\_