

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).

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|--|------------|
| 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 | ____ |