Functional language

Fact-based and emotion-based approaches to decision-making

1 **Complete the dialogue with the words and phrases in the box.**

black and white	cloud	even though	instinct would be	lack of
of the matter	our feelings	personally	true that	

A: Well, that was a tricky meeting, wasn't it?

B: It was. The fact [1]_____ is there was a definite [2]_____ cooperation with the suppliers, wasn't there?

A: I agree, and I [3]_____ still feel a bit worried about working with them. I'm not sure we can entirely trust them.

B: I know what you mean, but we can't let [4]_____ about the previous encounter with them [5]_____ our judgement. Just because they messed us around last year, it doesn't mean they will again this time. And their prices are much cheaper than our current supplier.

A: I suppose you're right. However, my [6]_____ to have another meeting with them and explain our situation again. What do you think?

B: That sounds like a good idea. It's [7]_____ we have had problems before so we do need to clear the air.

A: Exactly. And then, when we agree the contract, we'll have all the details and agreements in [8]_____ so we all know where we stand.

B: Yes, [9]_____ the negotiations may take longer than expected, I'm sure that we'll finally come to an agreement that is workable for all concerned.

Relationship-oriented decision-making

2 **Complete the dialogue with one word in each gap.**

A: We both know that the joint venture is good for both our companies and we [1]_____ good intentions when we first started these negotiations, didn't we?

B: Absolutely. We both want it to be a successful collaboration. So, what's the problem from your viewpoint?

A: There's no easy [2]_____ to say this, so I'll just say it. I'm afraid we can't agree to the project schedule as it stands at the moment.

B: OK. Well, we can sort this out. I'm sure we'd both like to find a quick resolution [3]_____ we can keep both our interests in focus. But I thought you were happy with the schedule?

A: I was at first. Initially, it looked [4]_____ a good plan, but with hindsight, I don't think you've given us enough time to complete each section. I don't want to cause any hostility [5]_____ us so do you think we can [6]_____ beyond this?

B: Of course we can. Future collaboration is in both of our [7]_____ .

A: That's great.

B: Do you have an [8]_____ with anything else other than the deadlines? I need to get a [9]_____ for your concerns before I can address them.

A: Well, there are a few other details I'd like to discuss.

B: Sure. In that case, let's put the final decision on [10]_____ for a week to give you time to send me your suggestions for changes. We'll meet again after that to finalise the schedule. How does that sound?

A: That works for me, thanks for your understanding.

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