

## Functional language Fact-based and emotion-based approaches to decision-making

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

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

**B:** It was. The fact <sup>1</sup>\_\_\_\_\_ is there was a definite <sup>2</sup>\_\_\_\_\_ cooperation with the suppliers, wasn't there?

**A:** I agree, and I <sup>3</sup>\_\_\_\_\_ 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 <sup>4</sup>\_\_\_\_\_ about the previous encounter with them <sup>5</sup>\_\_\_\_\_ 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 <sup>6</sup>\_\_\_\_\_ to have another meeting with them and explain our situation again. What do you think?

**B:** That sounds like a good idea. It's <sup>7</sup>\_\_\_\_\_ 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 <sup>8</sup>\_\_\_\_\_ so we all know where we stand.

**B:** Yes, <sup>9</sup>\_\_\_\_\_ 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 <sup>1</sup>\_\_\_\_\_ 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 <sup>2</sup>\_\_\_\_\_ 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 <sup>3</sup>\_\_\_\_\_ 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 <sup>4</sup>\_\_\_\_\_ 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 <sup>5</sup>\_\_\_\_\_ us so do you think we can <sup>6</sup>\_\_\_\_\_ beyond this?

**B:** Of course we can. Future collaboration is in both of our <sup>7</sup>\_\_\_\_\_.

**A:** That's great.

**B:** Do you have an <sup>8</sup>\_\_\_\_\_ with anything else other than the deadlines? I need to get a <sup>9</sup>\_\_\_\_\_ 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 <sup>10</sup>\_\_\_\_\_ 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.