COMMUNICATION SKILLS
Checking and clarifying

Learners can check, confirm and clarify information using a range of expressions.

1A **Work in pairs. Think about the last meeting or discussion you took part in at your place of work or study. How many of these people attended your meeting? Think of two or three more.**

1 The person who always arrives late.
2 The person who talks a lot but is very unclear.
3 The person who takes lots of notes.
4 The person who spends a lot of time looking at their mobile phone.

B **In small groups, discuss where on the line you would put the people in Exercise 1A. Explain your choice.**



Least annoying — Most annoying

2A 2.3.1 **Watch the video as Shaun and Alex prepare to meet their client, Nick from Zapna Clothing. Answer the questions.**

1 What is the purpose of the meeting?
2 What type person in Exercise 1A does Shaun say Nick is?

B **How easy do you think it will be for Shaun and Alex to get the information they want from Nick?**

LIVEWORKSHEETS

3A Watch Video A and complete as much of the information sheet as you can. How do you think Shaun and Alex feel about the meeting now? Why?

Candidate Profile Form — TGC THE GALLAGHER CONSULTANCY		
Company name	Zapna Clothing	
Job title	Assistant Manager	
Location	Poznań, Poland	
Contract type	[1] *replacement / maternity cover / new post*	(circle)
Contract length	[2] _____ months	
Experience	[3] _____ . _____	
Language(s) spoken	English and [4] _____	
Language level	[5] *basic knowledge / working knowledge / fluent*	(circle)
Package offered	bonus scheme subsidised staff canteen gym membership private healthcare pension	[6] (tick) ☐ ☐ ☐ ☐ ☐
Relocation package	[7] *Yes / No / Needs further discussion*	(circle)
No. of candidates for interview	6 maximum	

B What can Shaun and Alex do to get the information they need from Nick?

LIVEWORKSHEETS

4A Watch Video B and complete the rest of the information sheet in Exercise 3A.

How do you think Shaun and Alex feel about the meeting now?

B What did Shaun and Alex do to improve their communication with Nick? Compare your answers with your ideas in Exercise 3B.

5 2.3.4 Watch the Conclusions section of the video and note the main points the speaker makes about checking and clarifying information.

LIVEWORKSHEETS

Checking and clarifying

7A Watch Video B again and complete these expressions for checking and clarifying.

1 So Nick, _____ _____ _____ _____ you want someone with logistics experience?

2 And _____ _____ _____ _____, you're looking for someone with a good language level?

3 _____ _____ _____ you want to hire someone locally?

4 Yes, you said that, but _____ _____ _____ _____ _____?

5 There's an international airport not far from Poznań, _____?

6 _____ _____ _____ _____, it's a sensitive topic.

B Match the responses (a–f) with the correct questions in Exercise 7A.

a No, not necessarily, but they must be prepared to move.

b Exactly; fluent in English and Polish.

c That's right, Poznań has its own airport.

d Yes, of course. We understand.

e Correct, but they also need a diploma in management.

f I mean there's a good bonus scheme and a subsidised staff canteen.

8 Put the words in the correct order to make sentences.

1 you / for / confirm / us / just / can / that / ?

2 I / what Tim / think / means / is / the best candidate / that / won't live locally

3 relocation / what / package / you / by / do / mean / ?

4 right / that / is / ?

5 you say / it's a / what / sensitive topic / when / you / do / mean / ?

LIVEWORKSHEETS