

Useful language 5A Use the six extracts from the recording (a–f) to complete the gaps in the table (1–6).

- ★ a We should have taken more time.
- b Strategically, it was the right thing to do. But communicatively, it was a disaster.
- c If we hadn't cut costs in the Nordics, we wouldn't be sitting here now talking about expansion into Poland.
- d The biggest insight for me is not to underestimate the importance of feelings.
- e We've triggered a bit of a rebellion.
- f We'll have taken over around four hotels by the middle of the year.

General language for reflecting on change	
Specifying the negative impact of change	These changes have resulted in quite a lot of anger. 1 _____
Exploring current and past possibilities	I think if we'd done that, explained the big picture, we wouldn't be having these problems. 2 _____
Analysing past actions critically	I just think we could have communicated things better. 3 _____
Looking ahead to future developments	We're hoping to have things finished by the end of this month. By the end of the month, we'll have signed everything and be operating out of smaller offices? 4 _____
Expressing learning points from changes	My main takeaway from all of this is to slow down. 5 _____
Contrasting and exploring views on change	Did we invest enough time in communicating and explaining what we were doing, or did we underestimate the need? 6 _____