📄 **Reading Worksheet: Dealing With Difficult People at Work**

Course: English for Business and Customer Service Executive – Grade 10

Level: B1.1

Indicator of Knowledge: Recognizes specific information in written texts about dealing with others.

📘 Part A – Reading Comprehension: Multiple Choice

Instructions: Read each question carefully. Choose the best answer (A, B, or C) based on the reading "Ways to Handle Working With Someone You Can't Stand."

Text: https://www.waldenu.edu/programs/business/resource/five-ways-to-handle-working-with-someone-you-cant-stand

1. **What is one reason to be kind to someone who is rude to you?**

A. It helps you avoid meetings with them.

B. It shows you are mature and in control.

C. It helps them become your friend.

2. **What is suggested if you see the person in the lunchroom?**

A. Go eat in another area to avoid them.

B. Sit close and try to talk to them.

C. Ask your boss to move their schedule.

3. **Why is it important to talk to your boss about a rude co-worker?**

A. So the person can be fired.

B. So you don't have to see them again.

C. So the boss understands how others are affected.

4. **When is it best to address the problem directly with the co-worker?**

A. When you are angry and emotional.

B. When you are calm and can give examples.

C. When someone else tells you to do it.

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5. **What should you focus on during a conversation with a difficult co-worker?**

A. The issues and how they affect work.

B. The person's bad habits and personality.

C. Their friends and other people in the office.

6. **What can help you feel better after dealing with a difficult person?**

A. Doing self-care like exercise or meditation

B. Ignoring the problem every day

C. Complaining loudly to other co-workers

7. **Why is it helpful to share your frustrations with a manager?**

A. It helps you get promoted.

B. It can help the rude person understand their behavior.

C. It stops the company from giving them work.

8. **What does the article say about managing your emotions?**

A. It is not important in business.

B. It shows maturity and professionalism.

C. It can make people afraid of you.

9. **Why might a co-worker act in a rude way, according to the article?**

A. They may have personal problems outside of work.

B. They want to get a new job.

C. They don't like the company policies.

10. **What is one benefit of Walden University's programs?**

A. They help you avoid work while you study.

B. They allow you to study online and keep your job.

C. They teach how to avoid all difficult people.

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