

# ACTIVITY 1:

Choose the best phrase to ask for clarification in each business situation.

- 1) You didn't hear your colleague during a call.
- 2) Your manager says, "We'll need to reallocate some resources," and you're unsure what that means.
- 3) Someone says, "The client wants to pivot our strategy," and you want to confirm.
- 4) You didn't hear part of your coworker's explanation.
- 5) Your team member says, "Let's touch base next week," but you're not sure what that means.
- 6) You want to confirm the deadline after hearing instructions.
- 7) Your boss uses a new term you don't know: "We're adopting agile methodology."



# • ACTIVITY 2:

Complete each mini-conversation with the best phrase from the box.

*Could you repeat that, please? / I'm not sure I follow. / So, if I understand correctly... / What exactly do you mean by that? / Just to be clear... / Sorry, I didn't catch that. / Could you clarify what you mean by that?*

- 1) Manager: "We'll need to roll out the new software by Q3."

You: \_\_\_\_\_ "Roll out"?

- 2) Colleague: "The budget's been revised again."

You: \_\_\_\_\_ Did you say "increased" or "reduced"?

- 3) Manager: "We should brainstorm alternative solutions."

You: \_\_\_\_\_, you want us to suggest new ideas, right?

- 4) Client: "Let's sync up later this week."

You: \_\_\_\_\_ "Sync up"?

\_\_\_\_\_

- 5) Manager: "We'll have to streamline production."

You: \_\_\_\_\_, do you mean making it faster or reducing staff?

