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."

LIVEWORKSHEETS

• 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?

LIVEWORKSHEETS