

# ACTIVITY 1:

Fill in the blanks with a suitable rapport-building expression

1) A client expresses concern about timelines.

You reply: ' \_\_\_\_\_.

Let's look at the key blockers together.'

2) A colleague proposes a new strategy you hadn't considered.

You reply: ' \_\_\_\_\_.

How would it work with our current resources?

3) Two teams disagree, but you want to highlight common goals.

You reply: ' \_\_\_\_\_.

Let's focus on shared priorities.'

4) A coworker explains a complex idea.

You reassure them: ' \_\_\_\_\_.

The logic behind it makes sense.'

5) You want to soften disagreement respectfully.

You say: ' \_\_\_\_\_, especially when we think about long-term risk.'



# ACTIVITY 2:

Complete the rapport-building expressions.

- 1) Our goals seem very similar. From what I see, our objectives are quite \_\_\_\_\_.
  
- 2) That's a great point. I'd love to \_\_\_\_\_ more \_\_\_\_\_ that before we move on.
  
- 3) I understand your point, though I have a slightly different \_\_\_\_\_.
  
- 4) Thanks for \_\_\_\_\_ that — it's really helpful for planning next steps.
  
- 5) I can completely \_\_\_\_\_ where you're \_\_\_\_\_, especially regarding the budget.

