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.'

LIVEWORKSHEETS

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.

LIVEWORKSHEETS