

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.

