

SHOWING UNDERSTANDING

1

A: Hello?

B: Hi, Sophia. It's Manjit. Have you got a few minutes?

A: Er, actually I'm quite **snowed under** at the moment, with the exhibition only two days away!

B: I know what you mean. It's quite **hectic** over here, too. I'll only be a few minutes, **though**.

A: OK. What can I do for you?

2

A: How was the presentation? Did it go according to plan?

B: NO, not quite. It wasn't so great, actually.

A: Oh?

B: Well, there just wasn't enough time to cover everything. And there were quite a few technical problems along the way. I don't think the organization here has been particularly good, actually.

A: NO, it hasn't, has it?

B: **I mean**, they should have **stuck with** the original 45 minutes per presentation.

A: Yeah. It might be worth sending an email to everyone who came, to cover the parts you missed out.

3

A: It's just that I'm finding it's quite a task to manage my work now that the team has been split up. I spend way too much time passing messages on and not nearly enough time doing my actual job.

B: I hear what you're saying. I mean, I know this is a tricky time for a lot of you, but I really think that **in the long run**, it'll work better as a system.

B: I don't know. I feel like I'm just treading water.

A: Believe me, **I can see where you're coming from**. I had a similar problem at my last company, but it did work out in the end.

4

A: This is so annoying. Why won't people reply When I ask them to? It's been three days now.

B: I know. I still think you should send the request again, though.

A: But I don't want it to look like I'm **badgering** them.

B: Quite. Well, you might want to **word it** so it's not too aggressive, in that case.

Glossary

Snowed under = very busy

Hectic= full of activity, very busy

Though= but, however

Actual= real

I mean... = I want to say...

Stick with (the plan)= continue with the plan

In the long run= in the future...

Badgering= pressure someone by asking questions, to order

Word (something) = say something, express something

TASK 1

What are the problems speakers "A" have?

How do speakers "B" show understanding?

Task 2

Listen, read and imitate the speakers.