

Functional language Building trust

7A Look at the strategies in the table for building trust with people you work with. Then complete the table with these phrases from the video.



- a Could we help you [with that]?
- b We both want to [go forward with this].
- c I like your suggestion to [get more data].
- d One way to solve this is [just] to [send our analyst].
- e To be honest, I feel [a little] worried [about your proposal].
- f I understand what you're saying about [distributors].

Focus on common objectives	Let's wait until we [have the detailed quality report] and decide together [next week]. 1 _____
Share ideas	Can I suggest that [I give an update on ...]? 2 _____
Be open about thoughts and feelings	Frankly, I'm concerned that ... 3 _____
Show empathy	I can see you're [concerned about ...]. 4 _____
Offer support	Would it be [useful] for me to ... ? 5 _____
Show trust in others	Based on [your experience], how do you think we can ... ? 6 _____

B In your experience, what else can you say or do which can help to build trust with other people?



8 Complete the dialogue between an IT manager (Maria) and an external consultant (Ralf) using phrases a-f from Exercise 7A.

M: With these project delays, I don't see how we can possibly finish things on time.

R: I'm still very confident.

M: And, ¹ _____ rising costs. We're currently 20 percent over budget.

R: ² _____ costs. This is a concern.

M: Exactly. And I really don't see what we can do about it.

R: OK, look. ³ _____ reduce the time we're spending on testing.

M: Yes, ⁴ _____ reduce your time. But you need to test as you develop things.

R: That's true. ⁵ _____ develop software which works. But testing is expensive.

M: ⁶ _____ with the testing? Some of our people could pick this up quickly.

R: That could work. We reduce costs, keep testing quality, and deliver on our promise.

M: OK, let's try this idea. Thanks, Ralf. I knew you'd come up with something.