



**1** Complete the dialogue with the phrases in the box.

if we were to   I'll agree to set up   let's figure out   most concerns me   potential problem  
reach a compromise   straight to the point   to raise the issues   you be prepared

- A:** So let's get <sup>1</sup>\_\_\_\_\_. We need to meet up with our potential alliance partner as soon as possible.
- B:** I know, but what <sup>2</sup>\_\_\_\_\_ is that we'll make the same mistakes as with our previous alliance. Remember how that ended?
- A:** Not if we plan it more carefully. What <sup>3</sup>\_\_\_\_\_ create a checklist for us to discuss with them? Would <sup>4</sup>\_\_\_\_\_ to do that this week?
- B:** Yes, good idea. I'll get a first draft to you by tomorrow.
- C:** The <sup>5</sup>\_\_\_\_\_ I see is that we haven't really got much time. We should have done this far earlier.
- A:** I know, but we didn't. There's no time for regrets now so <sup>6</sup>\_\_\_\_\_ our approach to the discussions as quickly as possible.
- C:** We can't let them dictate to us how the new alliance would operate.
- A:** Too right! So <sup>7</sup>\_\_\_\_\_ a meeting with the potential partner, then. Is that OK with everyone?
- B:** Absolutely. We definitely need <sup>8</sup>\_\_\_\_\_ that we're worried about before we agree to anything.
- A:** Agreed. We need a joint policy on everything. I'm sure we'll be able to <sup>9</sup>\_\_\_\_\_ that suits us all.

## Analysing and learning from mistakes

**2** Choose the correct option in *italics* to complete the dialogue.

- A:** Entering into an alliance has been quite good for the most part. However, in many <sup>1</sup>*approaches / ways*, our biggest mistake was not getting regular feedback from staff.
- B:** I agree. This <sup>2</sup>*meant / considered* that we didn't realise how unhappy they were because of the confusion about procedural guidelines.
- A:** I know. With <sup>3</sup>*reference / hindsight*, we should have realised this earlier. If we'd spent more time in the planning stages, we might have avoided losing some of our best staff.
- B:** Exactly. One thing I hadn't <sup>4</sup>*created / expected* was how demotivated they would become because of the lack of clear guidelines.
- A:** And, of course, it wasn't <sup>5</sup>*addressed / foreseen* that we wouldn't be able to increase salaries this year due to the recession.
- B:** We couldn't have planned for that. I think the key <sup>6</sup>*takeaway / hindsight* for me here is that we need to ensure that all employees are following the correct company procedures.
- A:** So, we need to write new guidelines immediately and schedule in regular feedback from all staff.
- B:** Nevertheless, all <sup>7</sup>*in / for* all, we haven't done too badly, despite this problem.
- A:** Agreed. <sup>8</sup>*Considering / Thinking* everything that happened, we did OK and going <sup>9</sup>*forward / future*, I'd like us to offer staff more training and support.
- B:** I'm in total agreement.