# Supporting a colleague

**Lead-in** **1A** **How good are you at understanding and sharing the feelings of other people? Take the quiz below. Then check your score on page 129.**



**Answer 'Yes', 'No' or 'It depends' to the following questions:**

1. Do you usually know when someone is not saying what they really think?
2. Do you generally avoid having emotional conversations?
3. Do people often tell you you're a good listener?
4. Do you find it hard to like someone who has very different views from you?
5. If you can see someone is unhappy, do you often want to help?

**B** **Ask the person with the highest score in the class the question on page 131.**

**VIDEO** **2A** 6.3.1 **Watch Jasmine sharing some news with Thiago and answer the questions.**

1. What is Jasmine doing when Thiago brings her a coffee?
2. Who is the email from? Why is it so important to her?
3. What does the email say? How does Jasmine react?

**B** **In pairs, discuss what Thiago a) should say, and b) should *not* say to Jasmine.**

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**Video A** 6.3.2



**3A Watch both Thiago and Azra trying to say the right thing to Jasmine and answer the questions.**

1 Number the things below in the order Thiago does them.

- **a** He tries to see the positive side. ☐
- **b** He pretends it isn't important. ☐
- **c** He changes the subject. ☐
- **d** He says he's sorry. ☐
- **e** He says something positive about Jasmine. ☐

2 How successful is he? Which of the things in question 1 works best?

3 How is Azra's approach different from Thiago's? Is it more successful?

**B In pairs, discuss what Thiago and Azra are doing wrong.**

**4A Watch Jasmine talking with Alex and answer the questions.**

1 How does Alex start the conversation positively?

2 What does Alex say about the conference organisers' feedback? What effect does this have on Jasmine?

3 What personal information does Alex share? Why does he do this?

4 What positive things does Alex say about Jasmine? Is this a good idea?

5 What is Alex's main advice to Jasmine? How does she respond?

6 What's the *good* news at the end of their conversation?

**B In pairs, discuss how Alex's approach is different from Thiago's and Azra's.**

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**5** 6.3.4 **Watch the Conclusions section of the video. Compare the advice with your answers in Exercises 3B and 4B.**

**6** **Think about how you support people who have had a disappointment. In pairs, discuss the questions.**

1 Whose style is closest to your own – Thiago's, Azra's or Alex's?

2 How could you become better at this skill? What do you need to learn?

LIVEWORKSHEETS

## Functional language

## Encouraging and motivating

**7A** **Thiago and Azra used a lot of expressions to try to make Jasmine feel better. Choose the correct option to complete the sentences.**

1 I know exactly how you *feel / think*! _____
2 Come on, it's no *large / big* deal! _____
3 Look on the *light / bright* side. _____
4 You must be *such / so* disappointed! _____
5 That's too *bad / terrible*! _____
6 Cheer *off / up*! _____

**B** **In pairs, label each of the phrases and expressions in Exercise 7A according to their function.**

I feel sorry for you. ☹ Don't worry, be happy. ☺

**8** **Complete some of the comments Alex made during his conversation with Jasmine using the pairs of words in the box. There is one extra pair.**

| | | | |
|---|---|---|---|
| behind + move | can + try | hope + disappointed | know + important |
| let + get | look + way | makes + better | question + learn |
| ~~sorry + work~~ | sounds + work | understand + feel | |

I'm sorry.
1 I'm ___sorry___ it didn't ___work___ out for you.
2 I _____ you're not too _____ .

I understand.
3 It _____ like you put a lot of _____ into it.
4 I _____ how _____ it was to you.
5 I can _____ how you _____ .

Stay positive.
6 You _____ always _____ again.
7 If it _____ you feel any _____ , I had to apply to engineering school three times before I finally got in.

Learn and look to the future.
8 Put it _____ you and _____ on.
9 The _____ to ask yourself is: What can I _____ from this?
10 _____ at it this _____ : now you'll be free to help me with the Ferguson pitch.

**9** **In pairs, take turns to share disappointments with each other. Begin with each of the statements below and see how long you can keep the conversations going using some of the expressions in Exercises 7 and 8.**

*I just failed my driving test for the third time! I'm never going to pass!*
*I didn't get the scholarship to business school! How will I pay for it now?*
*My guests are arriving in half an hour and I just burnt the dinner!*
*My computer just died and I forgot to back up my files!*

ıer's resources:
activities

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**Work in groups of three. You are going to practise supporting a colleague who has had a disappointment at work. Take turns in each of the following roles:**

**Speaker:** Look at page 134 for instructions on how to describe your disappointment to the Helper.

**Helper:** Look at page 130 for instructions on how to support the Speaker.

**Observer:** Look at page 135 for instructions on how to take notes on the conversation between the Speaker and the Helper.

**When you have finished, listen to the Observer's feedback.**

TASK



## Speaker

**Choose one of the two situations below or a real situation you don't mind talking about. Take a few minutes to prepare. When you are ready, explain to the Helper what went wrong step by step. Let him/her make comments and offer support as you speak.**

### The nightmare presentation

I just gave my worst presentation ever!
It took me weeks to prepare it, but ...
... everything went wrong!
My PowerPoint didn't work properly!
My microphone caught all my breathing!
I was so nervous I forgot my introduction!
Nobody laughed at my jokes!
There were almost no questions in the Q&A!
The applause from the audience at the end was terrible!
Worst of all, my boss was in the audience!

### The missed promotion

I didn't get the promotion!
I worked so hard for it, but ...
... my promotion interview was a disaster!
The boss said I always miss my deadlines!
He/She also said I have poor leadership skills!
Customer feedback was terrible – they hate me!
Even my assistant said I'm difficult to work for!
Profits have gone down since I joined the firm!
The atmosphere in the office has got worse, too!
Worst of all, I just heard my assistant got the job!

## Helper

**You are going to listen to the Speaker describing a disappointment to you. As he/she describes it, make sure you:**

1. say how sorry you are.
2. show him/her that you understand how he/she feels.
3. encourage him/her to see the positive side.
4. encourage him/her to try again.
5. share a personal disappointment with him/her.
6. advise him/her to think of the future and learn from his/her experience.

**Take a few minutes to look again at the expressions in Exercises 7 and 8. When the Speaker is ready, have your conversation.**

LIVEWORKSHEETS

LIVEWORKSHEETS