

Exercise 1

Version A

- 1 What is Isabella unhappy about?
- 2 Who is the new company policy for?
- 3 What is the new policy trying to prevent?

Version B

- 1 Why does Daniel need to communicate with clients in the evenings?
- 2 What is a priority for the company?
- 3 What is a priority for Daniel?

Now listen again and decide if someone does the following in version A, B or both.

1. Explains why the system was introduced	A	B
2. Focuses more on the new company policy.	A	B
3. Focuses more on the individual's needs.	A	B
4. Gives examples of how the new company policy doesn't work for them.	A	B
5. Tells the other person what to do to adapt to the new policy.	A	B
6. Suggests working together on a solution.	A	B
7. Suggests reviewing their agreement on a regular basis.	A	B

Complete the table with these extracts from the dialogues in Exercise 1

- a. How about [if we lift the blockage until 10 p.m]? Would that work?
- b. Yes, I think I can make that happen
- c. How would you feel about [having an extension]?
- d. Yes, [I suppose] I can agree to that
- e. Firstly, tell me about how this situation affects you
- f. What are your priorities?
- g. Let me make sure I fully understand your perspective

Establish the situation	Let's look at the facts We need to accept the fact [some job losses are inevitable] _____ _____
Explore the other's values and need	How could you imagine this working? _____ _____
Offer suggestions	I think the best thing would be to [introduce the changes gradually] Maybe this suggestion would work. [What about sharing the cost?] _____
Reach agreement	This sounds reasonable. _____ _____