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. _____ _____

LIVEWORKSHEETS