



Dealing with conflict

対立に対処する

OBJECTIVES

To show understanding
理解していることを示す

To tentatively agree
暫定的に賛成する

To make a positive suggestion
建設的な示唆をする

EXERCISE 1

Role-play : Teacher » Isobel / Student » Neil (Switch roles after you read the dialogue)
役割 (講師 » Isobel / 生徒 » Neil) にあわせて文章を読みましょう! ダイアログを読んだ後は役割を交代しましょう。

Isobel So, Neil, I understand you want to talk
about the new rule asking employees to stop eating lunch in the meeting rooms.

Neil Yes. We're all rather upset about it, really.
The break room is so small—there's only room for four people at most.

Isobel **I can see your point of view,** Neil, but there's nothing we can do about that.
We can't let people eat in the meeting rooms—we need those for client meetings.

Neil Still, employees need a place to sit down during their lunch break.
There aren't any parks nearby for us to go to. It's not fair, Isobel.

Isobel **I suppose you're right about that.**
This area is not as convenient as the old office.
What if we allowed employees to eat at their desks? Would that help?

Neil Hmm, that might work. I'll bring it up tomorrow at the staff meeting.

EXERCISE 2

Fill in the blanks and read the dialogue.
空欄を埋めて、ダイアログを読みましょう!

- Isobel So, Neil, I _____ you want to talk
about the new rule asking employees to stop eating lunch in the meeting rooms.
- Neil Yes. We're all _____ about it, really.
The break room is so small— _____ for four people at most.
- Isobel I can see your point of view, Neil, but there's _____ about that.
We can't _____ people eat in the meeting rooms—we need those for _____ meetings.
- Neil Still, employees need a place to sit down during their lunch break.
There aren't any parks _____ for us to go to. It's not fair, Isobel.
- Isobel I suppose you're _____ about that.
This area is _____ as the old office.
What if we _____ employees to eat at their desks? _____ that help?
- Neil Hmm, that _____ work. I'll _____ tomorrow at the staff meeting.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What does the new rule prohibit?

Answer 1

- a. Using meeting rooms for lunch breaks
- b. Inviting clients to the office
- c. Leaving the office during breaks
- d. Eating in the office

Question 2

» What suggestion does Isobel make?

Answer 2

- a. Giving employees a discount on meals
- b. Letting people eat at their desks
- c. Having lunch in the park
- d. Making a company cafeteria

EXERCISE 3

Practice speaking using the following scenarios.
それぞれの状況に沿って、スピーキングを練習しましょう!

Talk 1

You are in a meeting with a customer (your teacher).
He is angry about your company's cancellation policy.
Show your understanding about his position.

Talk 2

You are in a meeting with a marketing manager (your teacher).
He says the price of your company's new product, a sports drink, is too high.
He suggests changing it from ¥499 to ¥399.
Tentatively agree to his suggestion.

Talk 3

You are in a meeting with your sales department.
They are upset because the deadline for their sales reports is too soon.
Suggest giving them more time to do the reports.

WORDS & PHRASES | 単・熟語表現の紹介

- » upset about ~ / ~について困る、怒る » at most ~ / 多くて » point of view / 見解 » nearby / 近隣に
» suppose / 思う » what if ~ / もし~だったらどうしますか » allow someone to do / 誰かが~することを認める
» bring ~ up / ~の件を持ち出す、提案する

HOMEWORK

Writing 1

Because of the high price of fuel, the cost of deliveries has gone up.
Your company must charge customers a fee of \$10 for overnight delivery of orders.
A customer, Kevin Barton from Smith Advertising sent you a complaint about this.
Write an e-mail to him to show your understanding.

Writing 2

Silvia Harrison, a new customer, wants a copy of a contract by 9:00 AM tomorrow.
This is too early to send, but her office is nearby.
Suggest that you take the contract to her office this evening by 6:00 PM.