



Dealing with conflict

意見の不一致に対処する

OBJECTIVES

To calm a person down
感情的になっている人を落ち着かせる

To emphasize shared objectives
共通の目的を強調する

To focus on finding solutions
解決策を見つけることに焦点を当てる

EXERCISE 1

Role-play : Teacher » Isabel / Student » Drew. (Switch roles after you read the dialogue)
役割 (講師 » Isabel / 生徒 » Drew) 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。

Drew Isabel, be rational. I can't agree to the terms you're suggesting.
You need to either accept my asking price or lower the number of people
in the program to fit your budget.

Isabel Drew, you aren't listening to me!
I don't have any flexibility in my budget
and I absolutely must have the whole group trained by the 20th of next month
or I'll be in trouble with my boss. You've got to help me!

Drew **OK, take it easy,** Isabel.
I am listening to you and I understand you're in a difficult situation.
Let's focus on what's important here.
We both want to get this program started as soon as possible.
How can we make that happen?

Isabel I have no idea. Do you?

Drew What if we condense the training
and put some of the less important content into handouts for self-study?

Isabel That might work. Let's look at the list of topics
and figure out what the order of priority is.

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!

Drew Isabel, be rational. I can't _____ you're suggesting.
You need to either accept my asking price or lower the number of people
in the program to _____.

Isabel Drew, you aren't listening to me!
I don't have any _____ in my budget
and I _____ have the whole group trained by the 20th of next month
or I'll be _____ with my boss. You've got to help me!

Drew OK, take it easy, Isabel.
I am listening to you and I understand you're in a _____.
Let's focus on what's important here.
We both want to get this program started as soon as possible.
How can we _____?

Isabel I have no idea. Do you?

Drew What if we condense the training
and put some of the _____ into handouts for self-study?

Isabel That might work. Let's look at the list of topics
and _____ the order of priority is.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What is Isabel's concern?

Answer 1

- a. She doesn't have enough people.
- b. She has a strict deadline.
- c. She has no budget.
- d. She doesn't have enough experience.

Question 2

» What is Isabel's concern?

Answer 2

- a. Reducing the training time
- b. Adding an extra trainer
- c. Delaying the start of the program
- d. Using a larger room

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 a hotel front desk clerk.

A co-worker (your teacher) is upset because he thinks he has lost a guest's reservation.

Calm him down.

Talk 2

You are the head of the legal department in your company.

A salesperson in your company (your teacher) wants you to quickly approve a contract he agreed on with a customer.

However you think there are problems with the contract, and want time to revise it.

The salesperson gets upset. Calm him down and emphasize shared objectives.

Talk 3

You are talking with your business partner (your teacher) regarding a project that you are working on together.

You are trying to divide the tasks evenly, but your partner is upset.

He thinks the amount of work is too much for him right now.

Calm him down and emphasize shared objectives. Focus on finding solutions.

WORDS & PHRASES

単・熟語表現の紹介

- » rational / 冷静な » terms / 条件 » in trouble / 困って、トラブルになって » condense / 簡略化する
» handout / ハンドアウト、配付物 » self-study / 自主学習 » order of priority / 優先順位 » argument / 議論

HOMEWORK

Writing 1

You had a meeting today with a colleague named Samuel.

In the meeting you tried to agree on a work schedule for the summer.

You can't both take a holiday at the same time, but your summer vacation plans overlap.

In the meeting, you couldn't agree and he got upset. Write a follow-up e-mail.

Emphasize shared objectives and focus on finding solutions.

Writing 2

You are a hospital administrator. The nurses in your hospital are demanding higher salaries, but you don't have enough money in next year's budget to offer more pay.

In a meeting with the nurses this afternoon some of them got angry with you.

Write a follow-up e-mail. Emphasize shared objectives and focus on finding solutions.