

Functional language Explaining rules and requirements

1 Complete the conversation using the phrases in the box. There is one extra phrase.

don't need to worry about I understand that it's a question of
 it's great that you has to be my position is needs signing
 we can't agree unless we really appreciate all

- A:** So, tell me Josh, what's on your mind?
- B:** Some friends are planning to do a charity bike ride in the USA and the thing is, I'd like to go with them. The ride is three weeks, but I'd like to take six weeks holiday.
- A:** Six weeks is a long time and you've only been working here for nine months.
 1 _____ want to do it, but you don't have enough holiday.
- B:** 2 _____ this could be a problem but I'm happy to take time off unpaid.
- A:** I'm sorry but 3 _____ policy. No unpaid holiday is normally permitted in your first year.
- B:** But I haven't had a single day off in nine months!
- A:** I know you haven't and 4 _____ your work but you're only allowed to take four weeks in a complete first year. 5 _____ clear.
- B:** Well, could I take four weeks now and no more for the rest of the year?
- A:** I know this is difficult but 6 _____ there are special circumstances. How about three weeks?
- B:** OK, that can work! What do I need to do next?
- A:** A holiday form 7 _____ by your manager. It 8 _____ signed two weeks in advance, but I would ask her to do it now. Tell her you've discussed it with me!

Resolving a conflict

2 Put the dialogue in the correct order (1–11). Two lines have been done for you.

- a** I can see how annoying it is for everyone, but he is our best salesman and hits his targets. Why don't you try discussing it with him? ____
- b** My suggestion is to give him more responsibility and more work. And limit personal internet time for everyone. Do you agree? ____
- c** There's another problem with Andrea. He uses the internet all day but not for work. 1
- d** Yes, I think he needs that. Can I just check senior management are happy with that plan? ____
- e** I know it's not, but he can't do whatever he wants. I think we need to come to a compromise over this – the team aren't happy about it because they are so busy. ____
- f** OK, I'll try it for a month. I'll also speak to Andrea this week, privately. I'll tell him I want to give him more responsibility. ____
- g** I totally agree. I'd like to make the internet limit an official policy. How do we proceed? ____
- h** I'll discuss it with him, but if I can't stop him using the internet, what do you suggest? ____
- i** It might be a good idea to think about the exact details first. Then explain the policy in a team meeting, and review the situation next month. ____
- j** Of course. Let me know as soon as you hear from them. 11
- k** I know how you feel about this, but it is not against the rules to use the internet at work. ____