

mYngle

Business Intermediate

Homework - Unit 15: Performance



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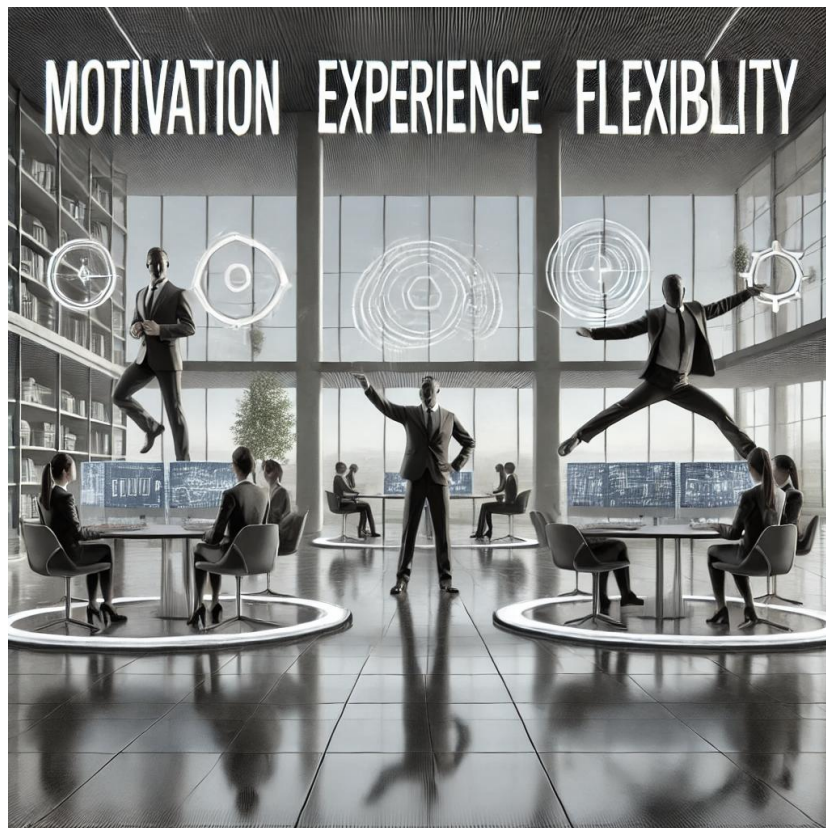
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1. Read the following article titled “Company Performance: The Role of Motivation, Experience, and Flexibility” and check if the statements below are true or false. Justify the false ones.

1. Motivated employees tend to perform better and help a company succeed.
2. Inexperienced workers are always inefficient and unmotivated.
3. Flexible workers are better at adapting to changes and new situations.
4. Undependable employees always meet deadlines and complete tasks to a high standard.
5. Ambitious employees help push the company towards greater success.
6. Unambitious workers usually improve their performance over time without any external motivation.
7. Caring managers who understand their employees are likely to inspire loyalty.
8. Inflexible workers are open to change and always help the company progress.
9. Dependability is not important in a company’s performance.
10. Commitment involves promising to do something and trying your best to achieve it.



Company Performance: The Role of Motivation, Experience, and Flexibility

Company performance is often linked to the qualities of its employees. A company with motivated employees tends to perform better because these workers are driven and committed to achieving the company's goals. On the other hand, an unmotivated workforce can have a negative impact, slowing down progress and leading to poor results. Motivation is essential, as it encourages employees to stay dedicated to their tasks and produce quality work.

In terms of experience, experienced employees are often more dependable and efficient. They understand the company's processes and know how to manage challenges with confidence. Having experienced workers also boosts the overall confidence of the team, as they can take the lead in difficult situations. Conversely, inexperienced workers, while they may bring enthusiasm, might struggle without proper guidance. It is crucial to offer training and support to help them develop the necessary skills, turning their enthusiasm into confidence and understanding.

Flexibility is another critical factor. A flexible workforce can adapt to changes and new situations more easily, which is essential in today's fast-paced business environment. Flexible employees can manage shifting deadlines, changing priorities, and unexpected challenges. In contrast, inflexible workers may resist change, which can slow down a company's progress. Flexibility also allows for more creative problem-solving, while uncreative approaches often limit a company's ability to innovate and grow.

When it comes to dependability, a company thrives when it can rely on its employees. Dependable workers meet deadlines, follow through on their commitments, and can be trusted to deliver quality work. Undependable employees, however, create additional stress for both their managers and colleagues, as others cannot trust them to complete tasks on time or to a high standard.

Efficiency is another key component of strong performance. Efficient employees complete tasks with speed and accuracy, reducing waste and saving valuable time. Inefficient workers, on the other hand, can slow down production and lead to missed opportunities, which ultimately affects the company's overall success.

Finally, the attitude of employees plays a significant role. Ambitious employees strive to grow and achieve more, pushing the company towards success. In contrast, unambitious workers may lack the drive to improve, and this can lead to stagnation. A company that encourages ambition and offers opportunities for growth can foster dedication and commitment among its staff.

Caring managers who show empathy towards their employees tend to inspire loyalty and better performance. However, uncaring leadership can lead to high employee turnover and poor morale. The key to company success lies in a combination of dedication, enthusiasm, and understanding. These qualities ensure that the team is not only capable but also motivated and committed to driving the company forward.

2. Find the words in the text to complete the following table.

Motivated	
Inexperience	
Flexible	
Dependable	
Inefficient	
Caring	
Creative	
Ambitious	

3. Complete the sentences with one of the words from the previous exercise.

1. Emma is very _____; she always looks for new challenges and ways to improve her skills.
2. John was _____ in his work, often missing deadlines and failing to complete tasks.
3. To be successful in today’s job market, you need to be _____ and open to changes.
4. Maria is highly _____ and can be trusted to handle important tasks without supervision.
5. Our team has become more _____ thanks to the new project management system, completing tasks faster and with fewer mistakes.
6. A _____ leader shows empathy and support for their employees, improving team morale.
7. The new marketing campaign was praised for being highly _____ and original.
8. Tom seems _____; he doesn’t show any drive or ambition in his work.

1. Read the following article about 'Achieving Success through Consistent Performance and Goal Setting' and then answer the comprehension questions (1-10) below by choosing the correct option (a, b or c).

1. What does it mean to “meet expectations”?

- a. To do more than what is expected.
- b. To fulfill what is required or expected.
- c. To fail in meeting goals.

2. What does it mean to “exceed expectations”?

- a. To meet the minimum requirements.
- b. To perform below what is expected.
- c. To perform better than expected.

3. What is “personal best”?

- a. The best achievement one has ever had.
- b. The average level of performance.
- c. The worst performance to date.

4. What does it mean to “track progress”?

- a. To set new goals for the future.
- b. To monitor development over time.
- c. To give up after reaching a goal.

5. What does it mean to “raise the bar”?

- a. To set higher standards.
- b. To keep performance consistent.
- c. To lower expectations.

6. What is “consistent performance”?

- a. To perform at the same level regularly.
- b. To perform at the highest level once.
- c. To perform below expectations.

7. What is “peak performance”?

- a. An average level of performance.
- b. The highest level of performance.
- c. The lowest point of performance.

8. What does “at the top of one's game” mean?

- a. Performing at your best level.
- b. Performing worse than usual.
- c. Performing inconsistently.

9. What does it mean to “set goals”?

- a. To monitor progress.
- b. To perform below expectations.
- c. To establish objectives.

10. What does it mean to “underperform expectations”?

- a. To exceed expectations.
- b. To achieve less than expected
- c. To meet expectations.

Achieving Success through Consistent Performance and Goal Setting

In the business world, employees and companies are constantly striving to meet expectations. It's essential to deliver what is required to maintain a steady reputation and ensure customer satisfaction. However, the real challenge often lies in how to exceed expectations and go beyond what is asked. This is where individuals and teams push themselves to new heights, aiming for more than just the basic requirements.

One way to achieve this is by consistently working towards your personal best. This means aiming to improve your previous achievements and always tracking your progress to see where improvements can be made. When companies or employees track progress, they monitor their development over time. This allows them to see where they are excelling and where they need to focus their efforts. Tracking progress helps in identifying areas for improvement and gives a clear idea of how far one is from reaching peak performance.

Achieving peak performance is something that many professionals strive for. When someone is at their peak, they are functioning at their highest possible level. It is when they are at the top of their game, doing their best work. However, reaching this level is not easy, and it requires dedication, proper goal setting, and continuous improvement.

A key strategy for reaching peak performance is to consistently set goals. Setting clear and achievable goals helps give direction and purpose to one's work. When you have a target in mind, it becomes easier to focus your efforts and track your progress towards achieving that goal. In many cases, setting higher goals can also help you raise the bar. By pushing yourself to achieve more, you set new standards for yourself and your team. Raising the bar encourages everyone to work harder and reach new heights of success.

That said, maintaining consistent performance is equally important. While it's essential to aim for peak performance, it's unrealistic to expect to be at the top of your game every single day. What matters is delivering solid results consistently over time. Consistency ensures that your performance is reliable, and that people can count on you to meet or exceed expectations regularly.

On the other hand, it's important to acknowledge when you underperform expectations. Not every day will be your best, and that's okay. The key is recognizing when performance is lacking and taking steps to improve. By analyzing where you went wrong and adjusting your approach, you can work towards getting back to your personal best.

Ultimately, success comes from a combination of striving to exceed expectations, tracking your progress, and maintaining a consistent level of performance. Setting goals, raising the bar, and aiming for peak performance will help you stay at the top of your game and achieve success over the long term.

2. Rewrite the sentence using the word in the box below. Make sure your new sentence has a similar meaning.

set goals / track progress / exceed expectations / meet expectations / consistent performance / peak performance / underperform expectations / personal best / at the top of one's game / raise the bar

1. The employees achieved more than the company expected this quarter.
_____.
2. Sarah always performs at her highest level when under pressure.
_____.
3. The team is always working towards their best possible achievement.
_____.
4. Managers constantly monitor the team's development to ensure success.
_____.
5. Our company always aims to set higher standards in customer service.
_____.
6. John performs at a consistent level no matter how challenging the task is.
_____.
7. Claire is performing at her best and is extremely productive at the moment.
_____.
8. The team did not meet the company's requirements for the project.
_____.
9. At the beginning of the year, the team established clear objectives to reach.
_____.
10. To keep up with industry standards, our employees always meet the company's expectations.
_____.

3. Fill in the blanks with the correct phrase from the list.

- at the top of their game
- consistent performance
- exceed expectations
- exceed expectations
- peak performance
- personal best
- personal best
- raise the bar
- set goals
- underperform expectations

In our company, we always encourage our employees to **1.** _____ by setting high standards and tracking their progress. At the start of each year, we **2.** _____ to ensure that everyone has clear objectives to achieve. For many of our top performers, their goal is to reach their **3.** _____, pushing themselves to do better than ever before. Some employees are so dedicated that they regularly **4.** _____, surprising everyone with their exceptional work.

Of course, we also monitor for **5.** _____, where employees don't meet the goals set for them. To avoid this, we focus on achieving **6.** _____, where employees deliver reliable results throughout the year. It's important to maintain this consistency, but we also encourage our team to **7.** _____ by striving for even higher standards.

When someone is **8.** _____, they are performing at their best and are highly productive. This level of **9.** _____ is what we aim for with all our employees. By continuously setting goals and striving to improve, we believe that everyone can reach their **10.** _____.

Majority and percentages can be singular or plural, depending on the context.

- **Explanation:** Whether you use a singular or plural verb depends on what the majority or percentage refers to. If it refers to a group acting as a single unit, use a singular verb. If it refers to individuals acting separately, use a plural verb.

Example: *The majority of the cake **was** eaten.* (refers to one cake) / *The majority of the students **are** present.* (refers to individual students)

Every and each modify singular nouns and take singular verbs.

- **Explanation:** When "every" or "each" is used before a noun, it makes the noun singular, and the verb must also be singular.

Example: *Every student **has** a notebook.* / *Each car **is** parked correctly.*

A number of always uses a plural verb.

- **Explanation:** "A number of" is followed by a plural noun and takes a plural verb because it refers to several things or people.

Example: *A number of students **are** coming to the event.*

All can take either singular or plural verbs, depending on what it refers to.

- **Explanation:** If "all" refers to a singular noun, use a singular verb. If it refers to a plural noun, use a plural verb.

Example: *All the money **is** gone.* (singular noun) / *All the books **are** on the table.* (plural noun)

For neither...nor match the verb with the nearest subject's number.

- **Explanation:** When using "neither...nor," the verb agrees with the noun or pronoun that is closest to it.

Example: *Neither the manager nor the employees **are** responsible.* / *Neither the employees nor the manager **is** responsible.*

Use singular or plural verbs with none based on the context.

- **Explanation:** "None" can be singular or plural depending on whether it refers to something singular or plural.

Example: *None of the cake **is** left.* (singular) / *None of the students **are** ready.* (plural)

Words like anybody, anyone, everybody, everyone, no one, neither, nobody, somebody, someone always take a singular verb.

- **Explanation:** These indefinite pronouns always require a singular verb, even though they may refer to multiple people.

Example: *Everyone **is** excited for the event.* / *Nobody **wants** to leave.*

1. Choose the correct form of the verb in parentheses based on subject-verb agreement rules.

1. Each of the employees (have/has) a unique role in the company.
2. A number of students (is/are) attending the conference tomorrow.
3. The majority of the cake (was/were) eaten by the children.
4. Neither the manager nor the staff (is/are) happy with the decision.
5. All the money (is/are) accounted for.
6. Every player on the team (work/works) hard during practice.
7. None of the students (is/are) ready for the test.
8. The percentage of sales that comes from online purchases (is/are) increasing.
9. Someone in the meeting (have/has) to take notes.
10. Both of the options (is/are) acceptable for the project.

2. Fill in the sentences with the correct form of the verb in parenthesis.

1. Every one of the documents _____ (to be) properly signed.
2. All of the equipment _____ (need) to be replaced.
3. Neither the teachers nor the principal _____ (to be) present at the meeting.
4. The majority of the students _____ (to be) excited about the field trip.
5. A number of issues _____ (to be) discussed during the meeting.
6. None of the information _____ (to be) accurate.
7. Each of the books _____ (belong) to a different genre.
8. All of the employees _____ (have) received their paychecks.
9. Somebody _____ (know) the answer to that question.
10. Neither the computers nor the printer _____ (to be) working right now.

3. The following sentences each contain a subject-verb agreement error. Identify the mistake and rewrite the sentence correctly.

1. The number of participants are increasing every year.
2. All of the cake were eaten by the guests.
3. Neither of the solutions are acceptable to the team.
4. Every student in the class are excited about the project.
5. None of the furniture were damaged in the move.
6. A number of employees is planning to attend the training.
7. Somebody in the crowd know the answer to the question.
8. All of the data is incorrect.
9. The majority of the flowers were blooming beautifully.
10. Each of the candidates are preparing for the interview.



1. Put the following phrases in the table below.

- 1. Do you think you could ...?
- 2. Fantastic job – you went above and beyond our expectations!
- 3. I appreciate the way you...
- 4. I believe you can achieve better results by...
- 5. I can point out one or two things.
- 6. I encourage you to reconsider your approach to...
- 7. I really liked the way you...
- 8. I suggest working on your skills in...
- 9. I think there's room for improvement in...
- 10. I want to tell you how much I enjoyed...
- 11. I was particularly impressed by...
- 12. I'm so pleased with...
- 13. It made such a difference
- 14. It would be beneficial to focus more on...
- 15. It's great to see how you...
- 16. It's important to address the challenges in...
- 17. I've noticed some issues with...
- 18. Let's aim to ...
- 19. Let's work together to improve your...
- 20. Please be mindful about ...
- 21. There's a need for more attention to detail in...
- 22. We need to find a way to ...

- 23. You could enhance your performance by...
- 24. Your effort in... really stood out.
- 25. Your efforts have really paid off
- 26. Your performance was stellar. It really made a mark.
- 27. Your work on... was outstanding.
- 28. You've made a significant contribution by...
- 29. You've set the bar high with your excellent work.
- 30. You've shown great skill in..

PRAISE	CRITICIZE

2. Complete each sentence using an appropriate phrase from the phrases from exercise 1.

1. Your work on the marketing campaign _____.
2. _____ I enjoyed your presentation at the meeting.
3. I was _____ your attention to detail in the report.
4. You've _____ by leading the new project team.
5. There's a need for _____ your reports, especially in the data analysis section.
6. _____ with the results of your recent work.
7. It's great to _____ handled that challenging situation.
8. Your _____. It really made a mark on the whole team.
9. You've _____ problem-solving during the last quarter.
10. Let's _____ your ability to handle client feedback effectively.
11. I believe you can _____ focusing more on time management during projects.
12. I _____ your skills in presenting your ideas clearly to the team.

3. Rewrite the sentences to provide constructive feedback using the phrases in the list.

1. Your attention to detail could be better.
(beneficial) _____.
2. Your communication skills need improvement.
(suggest) _____.
3. You should work on your leadership abilities.
(room) _____.
4. I think you need to focus more on collaboration.
(approach) _____.
5. I noticed some areas where your performance was below expectations.
(with) _____.
6. You could improve your ability to manage time effectively.
(enhance) _____.
7. You seem to struggle with problem-solving in high-pressure situations.
(believe) _____.
8. There's a need to enhance your presentation skills.
(address) _____.
9. You should consider revising your approach to handling feedback.
(together) _____.
10. Your results were below what we expected this time.
(way) _____.

1. Match each phrase / sentence (1-21) to the correct category (a-e) from the box below.

- a. giving a formal appraisal.
- b. encouraging self-evaluation.
- c. evaluating your own performance.

- d. setting objectives.
- e. agreeing objectives.

1. Have you thought about ... ? _____.
2. One thing I wanted to discuss was ...
_____.
3. How are you getting on with ... ? _____.
4. How does that sound? _____.
5. I think ... is an area for improvement.
_____.
6. I'm / We're very happy / pleased with your performance ...
_____.
7. I'm really happy with ... _____.
8. Is there anything else you'd like to add?
_____.
9. Is this an area you'd like to develop?
_____.
10. One of your key strengths is ... _____.
11. One thing you're going to ... _____.

12. Is that OK with you? _____.
13. How do you feel about ... ? _____.
14. Overall ... / In general ... _____.
15. You need to think about ... _____.
16. Perhaps one thing to work on is ... _____.
17. So let's summarize what we've agreed. _____.
18. Something I need to work on is ... _____.
19. What do you think would help you to ... ? _____.
20. You intend to ... _____.
21. You seem to be doing very well. _____.

2. Here are some scenarios. Answer the questions using the words in parenthesis.
Number 1 is done as an example.

Situation 1: Your manager asks about your progress on a recent project and wants to know if you need any help. How would you respond?
(on / project / so far) _____.

Situation 1: "How are you getting on with the project? I've made significant progress so far, but I need a bit of support with the data analysis. How do you feel about providing some extra resources for that?"

Situation 2: During a performance review, your manager praises your recent work but mentions that time management is an area you could improve. How do you respond?
(happy / results / area) _____.

Situation 3: You are setting new objectives for the next quarter with your manager. They ask if you're comfortable with the proposed goals and whether there's anything you'd like to add. How do you respond?
(objectives / sound / focus on) _____.

Situation 4: In a feedback session, your manager asks how you feel about your current responsibilities and if there's an area you'd like to develop. How do you respond?
(responsibilities / develop / leadership) _____.

Situation 5: Your manager points out that you have been doing very well in client relations and wants to discuss how you can further build on this strength. How do you respond?
(strengths / pleased / area) _____.

Situation 6: During a team meeting, your manager mentions that while your performance has been good, there's room for improvement in your attention to detail. How do you respond?
(attention / improvement / work on) _____.

3. Complete each sentence using an appropriate phrase from the box below. Use the phrases from exercise 1 to help you.

- about
- anything
- area
- develop
- performance
- seem
- sound
- summarize
- thing
- with
- would

Performance Review and Goal Setting

Manager: Hi, Sarah! Thank you for joining me today. One 1. _____ I wanted to discuss was your performance on the recent project. I'm very happy with your 2. _____ in terms of meeting the deadlines and delivering high-quality results. How do you feel about it?

Sarah: Thanks for the feedback! I'm really happy 3. _____ how the project turned out. I think I managed my time well, but there were a few moments when I felt I could have prioritized better.

Manager: That's good to hear. I think time management is an 4. _____ for improvement, but overall, you've done an excellent job. Is this an area you'd like to 5. _____ further in the coming months?

Sarah: Yes, absolutely. Have you thought 6. _____ any specific training or strategies that could help me with time management?

Manager: That's a great question. We have a time management workshop coming up. What do you think 7. _____ help you to improve your task prioritization during projects?

Sarah: I think using more advanced planning tools could help. Also, setting clearer objectives at the start of each week would probably make a difference.

Manager: That's a solid approach. How does that 8. _____ if we set weekly objectives together to monitor your progress?

Sarah: Yes, that sounds good. Is there 9. _____ else you'd like to add in terms of my next steps?

Manager: One thing you're going to work on is improving your time management and prioritizing tasks more effectively. You need to think about attending the upcoming workshop as well.

Sarah: Got it. So let's 10. _____ what we've agreed: I'll focus on time management, attend the workshop, and we'll set weekly goals to help track my progress. Is that OK with you?

Manager: Yes, that works perfectly! You 11. _____ to be doing very well, and I'm confident these small adjustments will help you improve even more.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins or other markings visible.





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Business Intermediate

Unit 15: Performance

Homework – Answer Key

Exercise 1

- 1. **True:** The text states that motivated employees are driven to achieve company goals, leading to better performance.
- 2. **False:** The text explains that inexperienced workers may bring enthusiasm, even if they need guidance. It does not say they are always inefficient or unmotivated.
- 3. **True:** According to the text, flexible workers can adapt to changes and handle unexpected challenges.
- 4. **False:** The text describes undependable employees as those who cannot be trusted to meet deadlines or complete tasks to a high standard.
- 5. **True:** The text mentions that ambitious employees strive for growth and help the company succeed.
- 6. **False:** The text does not indicate that unambitious workers naturally improve over time without external motivation. It suggests that they lack the drive to grow.
- 7. **True:** Caring managers inspire loyalty and better performance, according to the text.
- 8. **False:** The text states that inflexible workers resist change and may slow down the company's progress.
- 9. **False:** The text highlights the importance of dependability, stating that dependable employees are crucial for a company's success.
- 10. **True:** The text defines commitment as promising to do something and trying your best to achieve it.

Exercise 2

Motivated	Unmotivated
Inexperience	Inexperience
Flexible	Inflexible
Dependable	Undependable
Inefficient	Inefficient
Caring	Uncaring
Creative	Uncreative
Ambitious	Unambitious

Exercise 3

- 1. ambitious
- 2. undependable
- 3. flexible
- 4. dependable
- 5. efficient
- 6. caring
- 7. creative
- 8. unambitious

Exercise 1

1. b. To fulfill what is required or expected.
2. c. To perform better than expected.
3. a. The best achievement one has ever had.
4. b. To monitor development over time.
5. a. To set higher standards.
6. a. To perform at the same level regularly.
7. b. The highest level of performance.
8. a. Performing at your best level.
9. c. To establish objectives.
10. b. To achieve less than expected.

Exercise 2

1. The employees **exceeded expectations** this quarter.
2. Sarah always performs at her **peak performance** when under pressure.
3. The team is always working towards their **personal best**.
4. Managers constantly **track progress** to ensure success.
5. Our company always aims to **raise the bar** in customer service.
6. John shows **consistent performance** no matter how challenging the task is.
7. Claire is **at the top of her game** and is extremely productive at the moment.
8. The team **underperformed expectations** for the project.
9. At the beginning of the year, the team **set goals** to reach.
10. Our employees always **meet expectations** to keep up with industry standards.

Exercise 3

1. exceed expectations
2. set goals
3. personal best
4. exceed expectations
5. underperform expectations
6. consistent performance
7. raise the bar
8. at the top of their game
9. peak performance
10. personal best

Exercise 1

1. has
2. are
3. was
4. is
5. is
6. works
7. are
8. is
9. has
10. are

Exercise 2

1. is
2. needs
3. was
4. were
5. were
6. was
7. belongs
8. have
9. knows
10. is

Exercise 3

1. The number of participants **is** increasing every year.
2. All of the cake **was** eaten by the guests.
3. Neither of the solutions **is** acceptable to the team.
4. Every student in the class **is** excited about the project.
5. None of the furniture **was** damaged in the move.
6. A number of employees **are** planning to attend the training.
7. Somebody in the crowd **knows** the answer to the question.
8. All of the data **are** incorrect.
9. The majority of the flowers **were** blooming beautifully.
10. Each of the candidates **is** preparing for the interview.

Exercise 1

PRAISE	CRITICIZE
- Fantastic job – you went above and beyond our expectations! - I appreciate the way you... - I really liked the way you... - I want to tell you how much I enjoyed... - I was particularly impressed by... - I'm so pleased with... - It made such a difference - It's great to see how you... - Your effort in... really stood out. - Your efforts have really paid off - Your performance was stellar. It really made a mark. - Your work on... was outstanding. - You've made a significant contribution by... - You've set the bar high with your excellent work. - You've shown great skill in...	- Do you think you could ...? - I believe you can achieve better results by... - I can point out one or two things. - I encourage you to reconsider your approach to... - I suggest working on your skills in... - I think there's room for improvement in... - It would be beneficial to focus more on.. - It's important to address the challenges in... - I've noticed some issues with... - Let's aim to ... - Let's work together to improve your... - Please be mindful about ... - There's a need for more attention to detail in... - We need to find a way to ... - You could enhance your performance by... - Your work on... was outstanding.

Exercise 2

1. Your work on the marketing campaign **was outstanding**.
2. **I want to tell you how much** I enjoyed your presentation at the meeting.
3. I was **particularly impressed by** your attention to detail in the report.
4. You've **made a significant contribution** by leading the new project team.
5. There's a need for **more attention to detail in** your reports, especially in the data analysis section.
6. **I'm so pleased** with the results of your recent work.
7. It's great to **see how you** handled that challenging situation.
8. Your **performance was stellar**. It really made a mark on the whole team.
9. You've **shown great skill in** problem-solving during the last quarter.
10. Let's **work together to improve** your ability to handle client feedback effectively.
11. I believe you can **achieve better results by** focusing more on time management during projects.
12. I **suggest working on** your skills in presenting your ideas clearly to the team.

Exercise 3

1. **It would be beneficial to focus more on** your attention to detail.
2. **I suggest working on your skills in** communication.
3. **There's room for improvement in** your leadership abilities.
4. **I encourage you to reconsider your approach to** collaboration.
5. **I've noticed some issues with** your recent performance.
6. **You could enhance your performance by** managing your time more effectively.
7. **I believe you can achieve better results by** improving your problem-solving under pressure.
8. **It's important to address the challenges in** your presentation skills.
9. **Let's work together to improve your** ability to handle feedback.
10. **We need to find a way to** reach better results next time.

Exercise 1

1. Have you thought about ...? **b. encouraging self-evaluation**
2. One thing I wanted to discuss was ... **a. giving a formal appraisal**
3. How are you getting on with ...? **b. encouraging self-evaluation**
4. How does that sound? **e. agreeing objectives**
5. I think ... is an area for improvement. **c. evaluating your own performance**
6. I'm / We're very happy / pleased with your performance ... **a. giving a formal appraisal**
7. I'm really happy with ... **c. evaluating your own performance**
8. Is there anything else you'd like to add? **e. agreeing objectives**
9. Is this an area you'd like to develop? **b. encouraging self-evaluation**
10. One of your key strengths is ... **a. giving a formal appraisal**
11. One thing you're going to ... **d. setting objectives**
12. Is that OK with you? **e. agreeing objectives**
13. How do you feel about ...? **b. encouraging self-evaluation**
14. Overall ... / In general ... **a. giving a formal appraisal**
15. You need to think about ... **d. setting objectives**
16. Perhaps one thing to work on is ... **a. giving a formal appraisal**
17. So let's summarize what we've agreed. **d. setting objectives**
18. Something I need to work on is ... **c. evaluating your own performance**
19. What do you think would help you to ...? **b. encouraging self-evaluation**
20. You intend to ... **d. setting objectives**
21. You seem to be doing very well. **a. giving a formal appraisal**

Exercise 2

Situation 2: *"Thank you! I'm really happy with the overall results, but I agree that time management is an area for improvement. I need to think about how I can prioritize tasks better to avoid delays."*

Situation 3: *"The objectives look good. I feel confident about them. How does that sound if we add a focus on improving communication within the team as well?"*

Situation 4: *"I feel comfortable with my current responsibilities, but I'd like to develop my leadership skills further. Is this an area you'd like to explore with me in the coming months?"*

Situation 5: *"Thank you! One of my key strengths is client relations, and I'm pleased with my progress in that area. Perhaps one thing to work on is deepening those relationships by introducing more personalized solutions for each client."*

Situation 6: *"Thank you for your feedback. I think attention to detail is an area for improvement for me. Perhaps one thing to work on is reviewing my work more thoroughly before submitting it. I'll make it a focus going forward."*

Exercise 3

1. thing
2. performance
3. with
4. area
5. develop
6. about
7. would
8. sound
9. anything
10. summarize
11. seem

Exercise 4

Possible Email (Answer Key):

Subject: Feedback on Your Recent Performance

Hi John,

I'm very happy with your performance on the recent project. **One of your key strengths is** your ability to handle client relations, and it has really helped us move forward with this initiative.

However, **I think time management is an area for improvement. Have you thought about** ways to better prioritize tasks, especially when we're facing tight deadlines? **How are you getting on with** balancing the different tasks you've been managing lately?

Perhaps one thing to work on is setting clearer daily goals to ensure everything gets done on time. **What do you think would help you to** improve your time management skills in the future? **Is this an area you'd like to develop** further?

So let's summarize what we've agreed: you will focus on improving your time management, and we can discuss ways to support you in this at our next check-in. **How does that sound?**

Is there anything else you'd like to add?

Best regards,
[Your Name]