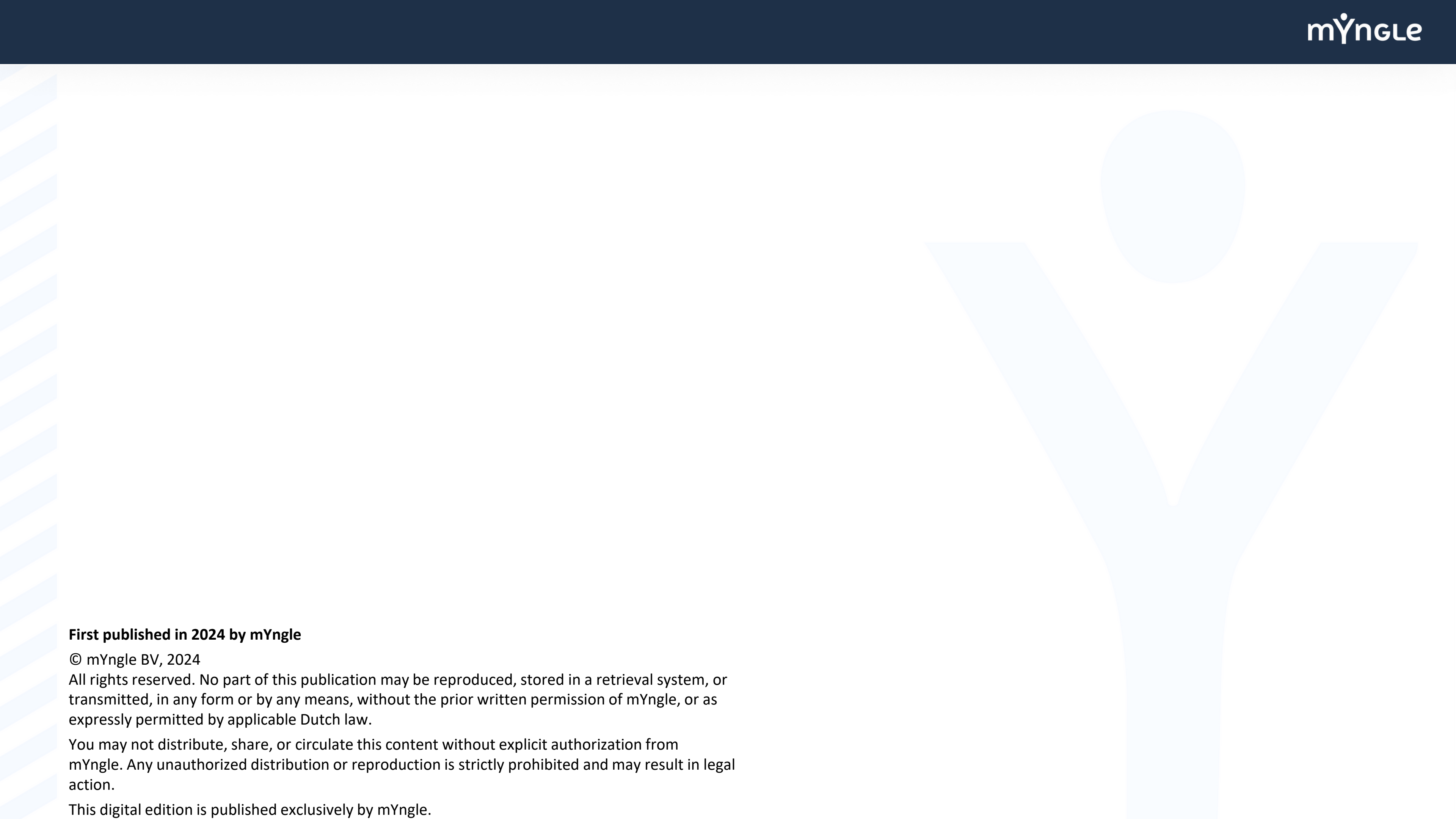


mYngle

Business Intermediate

Homework - Unit 11: Decisions



The background features a dark blue header with the mYngle logo. On the left, there is a vertical decorative element consisting of a series of light blue diagonal stripes. On the right, there is a large, light blue stylized graphic of a person with arms raised, with a circular head and a V-shaped body.

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1. Read the article below and decide which of the following headlines (a, b or c) is the most accurate. Justify your answer.

- a. **Effective Strategies for Resolving Disagreements**
- b. **Making Difficult Life Decisions: Approaches and tips.**
- c. **Understanding Leadership Styles in Decision-Making**

Most Accurate headline is: a, b or c?

Making difficult decisions is a part of life that everyone encounters at some point. When faced with a challenging choice, it's important to avoid confrontation and seek a peaceful approach, especially if other people are involved. By avoiding unnecessary conflict, you can keep a calm and productive environment. Often, making the right decision involves trying to reach a consensus — a general agreement among all those affected by the choice. This way, everyone feels valued and included in the process.

In challenging situations, it helps to be cooperative and open to working with others. Being cooperative means showing a willingness to work together, which can make it easier to consider opinions from everyone involved. When you take time to think about and evaluate other people's views, you gain different perspectives that may lead to a better outcome.

Sometimes, you need to prioritize — to arrange tasks or choices in order of importance. Not every decision can have equal weight, and prioritizing helps you focus on what matters most. If you have many tasks to manage, it can be helpful to delegate some responsibilities to others. By asking someone else to handle specific tasks, you free up time to focus on more critical decisions.

To arrive at a decision, it's essential to gather all relevant information and carefully think through the options. People often reach a decision after much thought, and they may even ask for advice from friends or family. Whether it's a small or big choice, making up one's mind can sometimes be a lengthy process.

In a democratic setting, where everyone is treated equally and allowed to participate, decisions are often more inclusive. A democratic approach ensures that everyone has a say, which can lead to more balanced choices. However, in a hierarchical environment, decisions may follow a set order of authority or rank. In such systems, the final choice often rests with a leader, who considers everyone's input but ultimately makes the decision.

Making difficult decisions requires patience, openness, and respect for others' views. By considering everyone's opinions, prioritizing tasks, and working cooperatively, we can reach decisions that benefit everyone involved.

2. Find in the text the words/phrases that match the following definitions (1-9).

1. _____ : To stay away from arguments or fights with others.
2. _____ : An agreement reached by a group, where everyone supports the decision.
3. _____ : Willing to work together with others to achieve a common goal.
4. _____ : To think about what other people believe or feel before making a decision.
5. _____ : To decide which tasks or things are the most important and do them first.
6. _____ : To give tasks or responsibilities to other people to help share the work.
7. _____ : To come to a choice or conclusion after thinking about something.
8. _____ : A way of making decisions where everyone has a chance to share their ideas and vote.
9. _____ : A system where people or things are ranked one above the other based on levels of importance or authority.

3. Fill in each blank with the correct phrase from the list. Each phrase should be used only once.

Phrases:

- **avoid confrontation**
- **consensus**
- **cooperative**
- **consider opinions**
- **prioritize**
- **delegate**
- **arrive at a decision**
- **democratic**
- **hierarchical**

1. In a _____ system, everyone has an equal chance to share their ideas.
2. It's important to _____ when working on a team, so everyone feels valued.
3. Sometimes, it's better to _____ and let someone else handle the smaller tasks.
4. If you want to be efficient, _____ the most important tasks first.
5. A good leader knows when to _____ and avoid unnecessary arguments.
6. In our meeting, we reached a _____ on the best way forward.
7. In a _____ structure, some people have more authority than others.
8. When trying to _____, it helps to weigh all the options carefully.
9. Being _____ helps create a positive atmosphere where everyone wants to help each other.

1. The following article is titled 'Decision Overwhelm'. Put the paragraphs in the correct order:

Paragraph 1: ____.

Paragraph 2: ____.

Paragraph 3: ____.

Paragraph 4: ____.

Paragraph 5: ____.

Paragraph 6: ____.

Decision Overwhelm

a. When faced with an important decision, one useful approach is to take into consideration all possible outcomes. For instance, if you're considering a new job offer, it's not just about the salary; you also need to think about the work environment, the commute, and the company culture. Having reservations is natural, especially if it's a big change. It's a good idea to plan ahead and think about how each choice might impact you in the long term.

b. Additionally, when you need to make a decision, opting for a step-by-step approach can be helpful. Start by listing the advantages and disadvantages of each option, and then prioritize them according to what matters most to you. For example, if you are choosing between two houses, one might have a better location, while the other offers more space. Weighing up these factors allows you to make a choice that aligns with your needs and values.

c. In conclusion, decision overwhelm is a common experience, but it can be managed. When we take time to think carefully, weigh up pros and cons, and plan ahead, we can make informed decisions that reflect our true preferences. By taking things one step at a time, and even sleeping on important decisions, we give ourselves the best chance of choosing wisely and confidently.

d. In today's fast-paced world, making decisions can sometimes feel overwhelming. People often face a dilemma when they have multiple options, each with its own pros and cons. This dilemma can lead to stress, especially when we don't have a clear idea of what to choose. To make the right choice, it's essential to think carefully and not rush into things. By taking time to weigh up the pros and cons, we can make decisions that we won't regret later on.

e. Sometimes, people feel pressured to decide immediately. However, it's often beneficial to sleep on it, giving yourself a day or two to let the idea settle. When you take this approach, you give your mind time to process the information, and you might even change your mind after considering everything more deeply. This can lead to a clearer understanding of what you truly want.

f. Sometimes, after careful consideration, people still find it hard to commit to a final decision. This is normal and part of the process. It's important to remember that changing one's mind isn't necessarily a sign of indecision; it often reflects a person's adaptability and willingness to re-evaluate choices when new information arises.

2. Answer the following comprehension questions.

1. What should you do when you face a dilemma?
 - a. Choose the first option immediately.
 - b. Think carefully about the options.
 - c. Ignore the situation.
2. Why is it important to weigh up pros and cons before making a decision?
 - a. Because it's faster to choose.
 - b. To avoid making any decisions at all.
 - c. To better understand the advantages and disadvantages.
3. When might someone choose to "sleep on it"?
 - a. When they want to avoid making a rushed decision.
 - b. When they need to make an immediate choice.
 - c. When they are not interested in the decision.
4. How can planning ahead be helpful in decision-making?
 - a. It allows you to ignore other options.
 - b. It leads to rushed decisions.
 - c. It helps you prepare and make better choices.
5. If you have reservations about a choice, what should you do?
 - a. Proceed without any more thought.
 - b. Disregard any negative thoughts.
 - c. Take time to evaluate your concerns.
6. Why might someone change their mind after initially making a decision?
 - a. They want to please others.
 - b. New information or insights may come up.
 - c. They were not serious about the decision.
7. What does it mean to opt for an option?
 - a. To choose or select a particular option.
 - b. To avoid making a choice.
 - c. To postpone making a decision.
8. How does taking into consideration all factors help in decision-making?
 - a. It makes the process more complicated.
 - b. It allows you to make an informed decision.
 - c. It causes confusion.
9. Which approach is recommended when you need time to make a decision?
 - a. Weigh up pros and cons and sleep on it.
 - b. Let someone else make the decision.
 - c. Make a quick decision without thinking.
10. What can "having reservations" indicate about a choice?
 - a. Complete confidence in the choice.
 - b. Lack of interest in the options.
 - c. Doubts or concerns that need to be addressed.

3. Rewrite each sentence below to include the phrase in parentheses. Ensure the sentence has the same meaning as the original.

1. I feel conflicted about choosing a university for my studies.
(face a dilemma) _____.
2. After hearing his side of the story, I decided to go with a different opinion.
(change one's mind) _____.
3. I think carefully about my options before making a big decision.
(take into consideration) _____.
4. We need to make a list of positive and negative aspects of moving to a new city.
(weigh up pros and cons) _____.
5. I'm not sure if this job offer is the best option for me.
(have reservations) _____.
6. Let's think about it tonight and decide tomorrow.
(sleep on it) _____.
7. She always organizes her tasks for the week on Sunday.
(plan ahead) _____.
8. He considered two career options and chose the one that felt right.
(opt for) _____.
9. When deciding, it's essential to assess all aspects.
(think carefully) _____.
10. He wasn't sure about taking the promotion, but he carefully evaluated the benefits and drawbacks before deciding.
(weigh up pros and cons) _____.

First Conditional

The *First Conditional* is used to talk about situations that are possible and likely to happen in the future. It describes a real situation and its possible result.

Structure

The structure of the first conditional is:

- **If + Present Simple, will + Base Form of the Verb**

Example Sentences:

1. If it **rains**, we **will stay** indoors.
2. If she **studies** hard, she **will pass** the exam.
3. If they **don't arrive** soon, we **will start** without them.

Key Points

- The *if* clause (the part with “if”) is in the **Present Simple** tense.
- The result clause (the part with “will”) uses **will + base form of the verb** to show a possible future result.
- We can also use other modal verbs in place of *will*, like **can**, **may**, or **might**, depending on the level of certainty or permission.

Examples with Different Modals:

- If you finish early, you **can** go home.
- If it snows, we **might** have a day off.

Second Conditional

The *Second Conditional* is used to talk about situations that are unlikely or imaginary. It often describes things we don't expect to happen, or hypothetical situations.

Structure

The structure of the second conditional is:

- **If + Past Simple, would + Base Form of the Verb**

Example Sentences:

1. If I **won** the lottery, I **would travel** the world.
2. If she **had** more time, she **would study** French.
3. If they **were** here, we **would ask** them for help.

Key Points

- The *if* clause (the part with “if”) is in the **Past Simple** tense.
- The result clause uses **would + base form of the verb** to show an imaginary or unlikely result.
- In the *if* clause, we often use **were** instead of **was** for all subjects (I, he, she, it) to sound more formal. This is called the “subjunctive” form.
 - Example: If I **were** you, I **would** take the job.

Differences Between First and Second Conditionals

Conditional Type	Situation	Structure	Example
First	Real and possible	If + Present Simple, will + Verb	If it rains, we will stay indoors.
Second	Imaginary or unlikely	If + Past Simple, would + Verb	If I won the lottery, I would travel.

Common Uses:

- First Conditional:** Possible events in the future.
- "If you **study** hard, you **will pass** the exam."
 - Here, there is a real chance the student might study hard, and a high possibility they will pass.
- Second Conditional:** Imaginary or unlikely events.
- "If I **had** a million dollars, I **would buy** a big house."
- This is less realistic because the speaker likely doesn't expect to get a million dollars.

Practice

To help understand, try creating sentences for each type:

1. First Conditional: Write a sentence about what will happen if you get a high grade.
2. Second Conditional: Write a sentence about what you would do if you were invisible for a day.

1. Rewrite each sentence with the correct form of the verb in parentheses, using either the first or second conditional.

1. If it (rain) tomorrow, we (stay) at home. _____.
2. If I (have) more free time, I (learn) a new language. _____.
3. If they (invite) me to the party, I (go). _____.
4. If you (study) hard, you (pass) the test. _____.
5. If I (be) you, I (talk) to the manager. _____.
6. If we (leave) now, we (arrive) on time. _____.
7. If she (know) the answer, she (tell) us. _____.
8. If I (win) the lottery, I (buy) a new house. _____.
9. If he (call) me, I (answer) the phone. _____.
10. If the weather (be) good, we (go) for a picnic. _____.
11. If you (need) help, I (be) here. _____.
12. If they (finish) early, they (join) us later. _____.
13. If I (see) her, I (say) hello. _____.
14. If I (can) travel anywhere, I (go) to Japan. _____.
15. If we (save) enough money, we (go) on vacation. _____.

2. Match the first part of each sentence (column A) with the correct ending (column B).

Column A	Column B
1. If you practice every day,	a. you would speak five languages.
2. If I were the boss,	b. we will go to the beach.
3. If it rains tomorrow,	c. he will get a promotion.
4. If she had more time,	d. I would change the rules.
5. If you finish your work early,	e. we would visit my grandmother.
6. If he works harder,	f. you will improve quickly.
7. If they invite us,	g. we will go for ice cream.
8. If I won a lot of money,	h. I would buy a big house.
9. If you were fluent in Spanish,	i. I will help you study.
10. If we had a car,	j. we would travel around the country.
11. If you need help,	k. she would learn to play the piano.
12. If you don't hurry,	l. you will be late.
13. If it's sunny this weekend,	m. we will have a picnic.
14. If you ask nicely,	n. they will probably say yes.
15. If we had more time,	o. we will go hiking.

1. _ / 2. _ / 3. _ / 4. _ / 5. _ / 6. _ / 7. _ / 8. _ / 9. _ / 10. _ / 11. _ / 12. _ / 13. _ / 14. _ / 15. _

3. Complete each sentence by writing the second part using the first or second conditional.

1. If I had a pet dog, _____.
2. If we finish the project on time, _____.
3. If the weather is nice this weekend, _____.
4. If she knew his phone number, _____.
5. If I had a million dollars, _____.
6. If I don't understand the homework, _____.
7. If he called me right now, _____.
8. If they open a new café nearby, _____.
9. If I go to the concert tomorrow, _____.
10. If you could choose any job in the world, _____.
11. If the bus arrives late, _____.
12. If we don't buy tickets in advance, _____.
13. If I were famous, _____.
14. If he doesn't hurry up, _____.
15. If I ever meet my favorite celebrity, _____.

1. Categorize each of the sentences (1-21) into the categories (a-f).

- 1. Do you have any views / concerns about ...?
- 2. I can agree to that.
- 3. I can't accept that but I can offer you ...
- 4. I think that would be fair.
- 5. I'd like to discuss an issue with you.
- 6. I'm sorry, but I can't agree to that.
- 7. If I offer X, will you do Y?
- 8. I'll meet you halfway.
- 9. I'm not in a position to accept that
- 10. Imagine / Supposing we ...
- 11. In return, would you consider, ...
- 12. It's a deal.
- 13. Let me make you an offer.
- 14. My position is that ...
- 15. I'm afraid that isn't possible.
- 16. No, but how about if ...
- 17. The problem / concern I have is that ...
- 18. There's something we need to discuss.
- 19. We have an issue / problem with ...
- 20. What / How about if I offered you ... ?
- 21. What's your position?

- a. Introducing the issue
- b. Explaining and asking about each other's position
- c. Making an offer
- d. Compromising
- e. Reject an offer
- f. Accept an offer

1. Match each phrase / sentence (a-l) to the correct category (a, b, c or d).

a. There are a couple of things I'd like to clarify. b. Tell me, what exactly ... refer to? c. I'd like to double-check ... d. I'm having a little difficulty understanding ... e. Could you remind me what you said about ...? f. Sorry, I don't follow ... g. If I remember right, ... Is that right? h. Can I talk you through the points I'm unsure of? i. Just to confirm, ...? j. I don't know if my notes are right. I wrote down... Is that correct? k. More specifically, ...? l. Can you go over that again for me? a. You would like clarification b. You didn't understand c. You can't remember the information d. You would like specific details

2. Put the words in the correct order to form meaningful sentences.

1. clarify / things / There / I'd / like / a / couple / of / to

_____.
2. exactly / refer / does / Tell / me / what / ... / to

_____.
3. a / I'm / understanding / having / little / difficulty / ...

_____.
4. said / you / what / Could / remind / me / about / ... ?

_____.
4. If / I / remember / right / ... / Is / that / correct?

_____.
5. talk / unsure / Can / I / the / through / you / points / of / I'm?

_____.
6. know / don't / notes / I / if / my / are / I / wrote / down / right / ... / Is / correct / that?

_____.
7. that / go / again / Can / over / for / me / you?

_____.

3. Complete each dialogue with the most suitable phrase from the list below. Each phrase can be used only once.

Phrases:

- a. I can agree to that.
- b. I can't accept that but I can offer you ...
- c. I'm sorry, but I can't agree to that.
- d. If I offer X, will you do Y?
- e. Imagine / Supposing we ...
- f. Let me make you an offer.
- g. I'll meet you halfway.
- h. My position is that ...
- i. The problem I have is that ...
- j. The concern I have is that ...
- k. What's your position?

A: We need a solution quickly. **2.** _____ it might not meet our budget requirements.

B: I understand. **3.** _____ to help reach a compromise.

A: This contract has a few challenging clauses. **4.** _____ we should negotiate these terms.

B: Fair enough. **5.** _____

A: Could you offer us a discount on the next order?

B: **6.** _____

A: I appreciate your offer, but it's too high for our budget.

B: **7.** _____

A: We're close to agreeing. **8.** _____ if we can finalize the other details.

A: I think we need to address delivery times. **9.** _____ we have delays with every shipment.

B: I see. Let's work on that.

A: How about a 10% discount on the bulk order?

B: **10.** _____

A: **11.** _____ extended the deadline for one more month?

B: That might be possible.

A: So, we're almost there. **12.** _____ a 12% discount for prompt payment.

B: Sounds fair.



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Business Intermediate

Unit 11: Decisions

Homework – Answer Key

Exercise 1

Answer Key: most accurate headline is B.

Effective Strategies for Resolving Disagreements:

While this title partially reflects the content by touching on "resolving disagreements," it doesn't cover the broader scope of decision-making approaches mentioned in the text. The focus on "resolving disagreements" is narrower and omits the key aspect of individual life decisions.

Making Difficult Life Decisions: Approaches and Tips

This title is the best fit because it directly reflects the content of the text, which discusses how to make challenging decisions in life using various approaches, including cooperation, prioritization, and considering others' opinions. It captures both the theme (making decisions) and the context (life decisions), making it specific and relevant.

Understanding Leadership Styles in Decision-Making:

This title focuses too heavily on leadership and organizational hierarchy rather than personal decision-making. While the text does mention concepts like "hierarchical" and "democratic" styles, it is in the context of life decisions, not specifically about leadership or management styles.

Exercise 2

1. **Avoid confrontation:** To stay away from arguments or fights with others.
2. **Consensus:** An agreement reached by a group, where everyone supports the decision.
3. **Cooperative:** Willing to work together with others to achieve a common goal.
4. **Consider opinions:** To think about what other people believe or feel before making a decision.
5. **Prioritize:** To decide which tasks or things are the most important and do them first.
6. **Delegate:** To give tasks or responsibilities to other people to help share the work.
7. **Arrive at a decision / reach a decision / make up one's mind:** To come to a choice or conclusion after thinking about something.
8. **Democratic:** A way of making decisions where everyone has a chance to share their ideas and vote.
9. **Hierarchical:** A system where people or things are ranked one above the other based on levels of importance or authority.

Exercise 3

1. **Democratic** – This sentence refers to a system where everyone is given a fair say.
2. **Consider opinions** – In a team setting, it's important to listen to what others think.
3. **Delegate** – This is about passing tasks to others to lighten your workload.
4. **Prioritize** – This means arranging tasks by importance.
5. **Avoid confrontation** – Refers to keeping peace and staying away from arguments.
6. **Consensus** – This is a situation where everyone agrees on a decision.
7. **Hierarchical** – This structure has different levels of power or importance.
8. **Arrive at a decision** – When you're ready to make a final choice.
9. **Cooperative** – Describes a helpful, team-minded attitude.

Exercise 1

Answer key

Paragraph 1: d.
Paragraph 2: a.
Paragraph 3: e.
Paragraph 4: b.
Paragraph 5: f.
Paragraph 6: c.

Exercise 2

1. b. Think carefully about the options.
2. c. To better understand the advantages and disadvantages.
3. a. When they want to avoid making a rushed decision.
4. c. It helps you prepare and make better choices.
5. c. Take time to evaluate your concerns.
6. b. New information or insights may come up.
7. a. To choose or select a particular option.
8. b. It allows you to make an informed decision.
9. a. Weigh up pros and cons and sleep on it.
10. c. Doubts or concerns that need to be addressed.

Exercise 3

1. I am facing a dilemma about choosing a university for my studies.
2. After hearing his side of the story, I changed my mind.
3. I take all options into consideration before making a big decision.
4. We need to weigh up the pros and cons of moving to a new city.
5. I have reservations about whether this job offer is the best option for me.
6. Let's sleep on it and decide tomorrow.
7. She always plans ahead by organizing her tasks for the week on Sunday.
8. He opted for the career option that felt right.
9. When deciding, it's essential to take everything into consideration.
10. He wasn't sure about taking the promotion, but he weighed up the pros and cons before deciding.

Exercise 1

1. If it **rains** tomorrow, we **will stay** at home.
2. If I **had** more free time, I **would learn** a new language.
3. If they **invite** me to the party, I **will go**.
4. If you **study** hard, you **will pass** the test.
5. If I **were** you, I **would talk** to the manager.
6. If we **leave** now, we **will arrive** on time.
7. If she **knows** the answer, she **will tell** us.
8. If I **win** the lottery, I **will buy** a new house.
9. If he **calls** me, I **will answer** the phone.
10. If the weather **is** good, we **will go** for a picnic.
11. If you **need** help, I **will be** here.
12. If they **finish** early, they **will join** us later.
13. If I **see** her, I **will say** hello.
14. If I **could** travel anywhere, I **would go** to Japan.
15. If we **save** enough money, we **will go** on vacation.

Exercise 2

1. If you practice every day, **f.** you will improve quickly.
2. If I were the boss, **d.** I would change the rules.
3. If it rains tomorrow, **b.** we will go to the beach.
4. If she had more time, **k.** she would learn to play the piano.
5. If you finish your work early, **g.** we will go for ice cream.
6. If he works harder, **c.** he will get a promotion.
7. If they invite us, **o.** we will go hiking
8. If I won a lot of money, **h.** I would buy a big house.
9. If you were fluent in Spanish, **a.** you would speak five languages.
10. If we had a car, **j.** we would travel around the country.
11. If you need help, **i.** I will help you study.
12. If you don't hurry, **l.** you will be late.
13. If it's sunny this weekend, **m.** we will have a picnic.
14. If you ask nicely, **n.** they will probably say yes.
15. If we had more time, **e.** we would visit my grandmother.

Exercise 3

1. If I had a pet dog, **I would** take it for walks every day.
2. If we finish the project on time, **we will** celebrate with a team lunch.
3. If the weather is nice this weekend, **we will** go for a picnic in the park.
4. If she knew his phone number, **she would** give it to me.
5. If I had a million dollars, **I would** travel around the world.
6. If I don't understand the homework, **I will** ask the teacher for help.
7. If he called me right now, **I would** answer immediately.
8. If they open a new café nearby, **I will** definitely try it out.
9. If I go to the concert tomorrow, **I will** take lots of pictures.
10. If you could choose any job in the world, what **would it** be?
11. If the bus arrives late, **I will** take a taxi instead.
12. If we don't buy tickets in advance, **we might** miss the show.
13. If I were famous, **I would** use my platform to help others.
14. If he doesn't hurry up, **he will** miss the beginning of the movie.
15. If I ever meet my favorite celebrity, **I will** ask for a selfie.

Exercise 1

1. Do you have any views / concerns about ... ? b. **Explaining and asking about each other's position**
2. I can agree to that. f. **Accept an offer**
3. I can't accept that but I can offer you ... d. **Compromising**
4. I think that would be fair. f. **Accept an offer**
5. I'd like to discuss an issue with you. a. **Introducing the issue**
6. I'm sorry, but I can't agree to that. e. **Reject an offer**
7. If I offer X, will you do Y? d. **Compromising**
8. I'll meet you halfway. d. **Compromising**
9. I'm not in a position to accept that. e. **Reject an offer**
10. Imagine / Supposing we ... c. **Making an offer**
11. In return, would you consider , .. d. **Compromising**
12. It's a deal. f. **Accept an offer**
13. Let me make you an offer. c. **Making an offer**
14. My position is that ... b. **Explaining and asking about each other's position**
15. I'm afraid that isn't possible. e. **Reject an offer**
16. No, but how about if ... d. **Compromising**
17. The problem / concern I have is that ... b. **Explaining and asking about each other's position**
18. There's something we need to discuss. a. **Introducing the issue**
19. We have an issue / problem with ... a. **Introducing the issue**
20. What / How about if I offered you ... ? c. **Making an offer**
21. What's your position? b. **Explaining and asking about each other's position**

Exercise 1

1. There are a couple of things I'd like to clarify. **a. You would like clarification**
2. Tell me, what exactly ... refer to? **d. You would like specific details**
3. I'd like to double-check ... **a. You would like clarification**
4. I'm having a little difficulty understanding ... **b. You didn't understand**
5. Could you remind me what you said about ...? **c. You can't remember the information**
6. Sorry, I don't follow ... **b. You didn't understand**
7. If I remember right, ... Is that right? **c. You can't remember the information**
8. Can I talk you through the points I'm unsure of? **b. You didn't understand**
9. Just to confirm, ...? **a. You would like clarification**
10. I don't know if my notes are right. I wrote down... Is that correct? **b. You didn't understand**
11. More specifically, ...? **d. You would like specific details**
12. Can you go over that again for me? **b. You didn't understand**

Exercise 2

1. There are a couple of things I'd like to clarify.
2. Tell me, what exactly does ... refer to?
3. I'm having a little difficulty understanding ...
4. Could you remind me what you said about ...?
5. If I remember right, ... Is that correct?
6. Can I talk you through the points I'm unsure of?
7. I don't know if my notes are right. I wrote down... Is that correct?
8. Can you go over that again for me?

Exercise 3

1. i. The concern I have is that ... (or j. The problem I have is that ...)
2. g. I'll meet you halfway.
3. h. My position is that ...
4. k. What's your position?
5. d. If I offer X, will you do Y?
6. c. I'm sorry, but I can't agree to that.
7. a. I can agree to that.
8. j. The problem I have is that ... (or i. The concern I have is that)
9. b. I can't accept that but I can offer you ...
10. e. Imagine / Supposing we ...
11. f. Let me make you an offer.

Exercise 2

1. **h. Yes, I can confirm they are here with us now.**

Explanation: This phrase matches the situation where someone is checking if another person is present.

2. **g. Sure, let me unmute it right away.**

Explanation: This directly responds to the request to unmute the microphone.

3. **d. No worries, I'll be here until they join.**

Explanation: This is a suitable reply when waiting for someone.

4. **f. Yes, go ahead. I'm listening.**

Explanation: This matches a polite response when someone is asking to interrupt the conversation.

5. **a. Agreed, that wraps it all up.**

Explanation: This confirms agreement and acknowledges the conclusion of the discussion.

6. **e. Yes, I can hear you clearly, thank you.**

Explanation: This is a confirmation that the person can hear the speaker.

7. **c. Sure, I think we should focus on the budget first.**

Explanation: This fits when someone is asked to comment during a discussion.

8. **b. Certainly, I was talking about the last quarter's results.**

Explanation: This is an appropriate response when someone asks for a repetition of information.

Exercise 3

1. **Scenario 1:**
"We're just waiting for a few more people before we begin."
2. **Scenario 2:**
"(Name), would you like to comment on this?"
3. **Scenario 3:**
"Could you mute your microphone, please? I hear some background noise."
4. **Scenario 4:**
"(Name), are you there? We lost you for a second."
5. **Scenario 5:**
"Are there any questions before we finish?"
6. **Scenario 6:**
"Can I come in here? I'd like to ask something."
7. **Scenario 7:**
"Your screen is frozen, (Name). Could you try reconnecting?"
8. **Scenario 8:**
"(Name), you can speak next after (Name)."