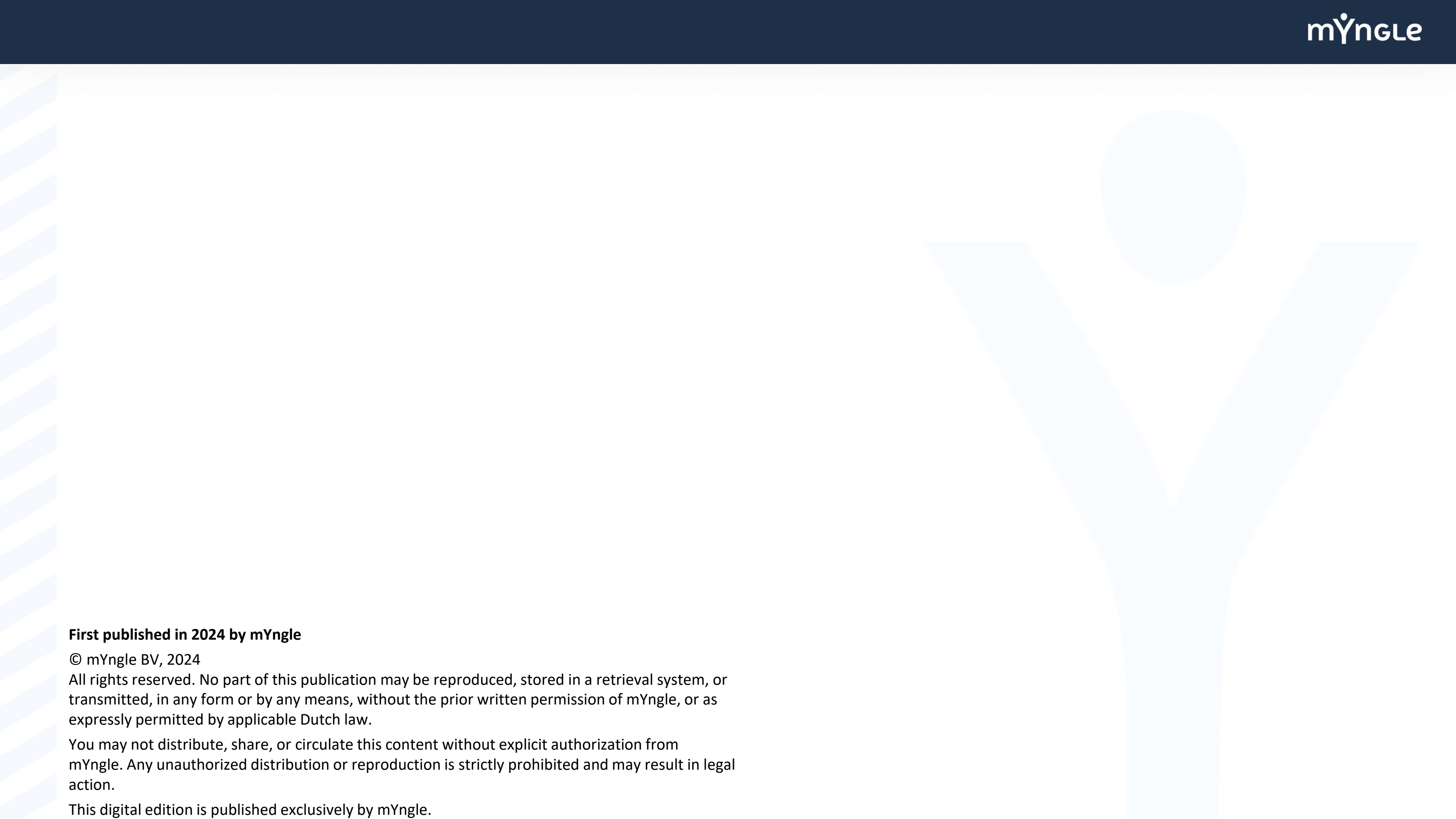


mYngle

Business Intermediate

Homework - Unit 7: Success and
mindset



The background features a dark blue header with the mYngle logo. On the left, there is a vertical strip with diagonal light blue and white stripes. On the right, there is a large, faint, light blue graphic of a person with arms raised, with a circle above their head, resembling a stylized 'Y' or a person celebrating.

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1. Read the article on Growth Mindset vs. Fixed Mindset and decide if the following statements (1-10) are true or false.

1. A fixed mindset encourages people to take risks and learn from failure.
2. People with a growth mindset see failure as a chance to learn and improve.
3. Individuals with a fixed mindset believe that intelligence and skills can be developed over time.
4. A growth mindset helps people view failure as a total waste of time.
5. People with a fixed mindset see failure as an absolute disaster and avoid risks.
6. A growth mindset can turn what seems like a real flop into a great triumph.
7. Individuals with a fixed mindset often stick to what they know to avoid failure.
8. A growth mindset leads to more personal and professional growth because it encourages learning from mistakes.
9. A person with a fixed mindset believes that failure is necessary for significant achievement.
10. A growth mindset allows people to approach failure as part of the journey towards a complete success.



Growth Mindset vs. Fixed Mindset: How to Handle Failure at Work

When faced with failure at work, individuals can typically respond with either a growth mindset or a fixed mindset. These two contrasting approaches determine how we perceive challenges, setbacks, and success. Understanding how these mindsets shape our reactions to failure can greatly influence our career development and personal growth. The way we respond to mistakes can make all the difference between stagnation and progress, especially in a fast-paced and competitive work environment. A fixed mindset sees failure as a total waste of time. For someone with this perspective, any mistake or setback feels like an absolute disaster, leading them to avoid risks in the future. For example, if a person with a fixed mindset leads a project that ultimately fails to meet its objectives, they might see the entire process as a real flop. They focus only on the negatives, assuming that failure is a reflection of their permanent abilities. They often believe that skills and intelligence are fixed traits, so if something goes wrong, it means they're simply not good enough. This mindset encourages individuals to stick to what they know, avoiding challenges that could help them grow. This, in turn, limits their opportunities for learning and achieving more.

For example, imagine a team member is asked to lead a new project. If they have a fixed mindset and the project doesn't go well, they might think they're not good at leading projects. As a result, they might start saying "no" to similar tasks in the future because they don't want to fail again. This fear of failure can stop them from trying new things, which means they miss out on chances to grow personally and professionally. Over time, the fear of making mistakes can control their decisions at work. On the other hand, a growth mindset perceives failure as an opportunity to learn. Instead of viewing a setback as a real flop, individuals with this mindset focus on the lessons they can gain from the experience. For example, after a project that didn't go as planned, they would reflect on what went wrong, what they could have done differently, and how they can improve next time. They might look back on the project and see both the mistakes and the progress made, and they recognize that improvement is always possible. Even if the outcome wasn't a great triumph or a complete success, they understand that failure is part of the path to significant achievement.

For example, if a product launch didn't bring in as many sales as expected, someone with a growth mindset might ask questions like, "What can we do differently in our marketing?" or "Did we miss any important feedback from customers?" They see this as a chance to improve and be more successful in the future. With this mindset, people keep pushing themselves to try new things, even if they're difficult, because they know that challenges help them grow and achieve more in the long run. When it comes to failure at work, cultivating a growth mindset can transform what feels like an absolute disaster into an eventual great triumph. Instead of seeing setbacks as a total waste of time, those with a growth mindset view them as essential parts of progress. For example, a delayed project or missed deadline doesn't become the defining moment of failure but a learning opportunity to improve time management and communication. Shifting perspectives from fixed to growth allows employees to approach work with resilience, ultimately leading to greater personal and professional development. As professionals embrace this mindset, they unlock the potential for continuous improvement and long-term success in their careers, whether that means taking on more significant responsibilities, leading successful projects, or innovating within their field.

Ultimately, the difference between a fixed and growth mindset can shape not only individual success but also the overall success of an organization. Employees who embrace the growth mindset are more likely to innovate, take calculated risks, and view failures as critical components of success. With these perspectives in place, both individuals and companies stand a much better chance of turning challenges into opportunities and achieving complete success.

2. Find a phrase/word in the text that matches the following definitions (1-7).

- | | |
|---|---|
| 1. A huge accomplishment that is meaningful or important. _____ | 5. When something fails badly and doesn't work out as expected. |
| 2. A situation that goes terribly wrong, causing a big problem. | 6. Something that feels useless or unproductive. |
| 3. When something turns out perfect without any issues. | 7. A major victory or success. |
| 4. To continue with something and not give up, even when it's hard. | |

3. Complete the sentences below using the phrases from the article. Each phrase can be used only once.

- | | | | |
|----------------|-------------|------------|----------|
| 1. total | 3. disaster | 5. triumph | 7. stick |
| 2. achievement | 4. flop | 6. Success | |

Manager: Hi everyone, let's talk about last quarter's performance. The marketing campaign we launched last month was a big concern. How do you think it went?

Sarah: Honestly, it was a 1. real _____. We didn't reach our target audience, and the conversion rate was almost zero.

Manager: Yes, I agree. It really was a 2. _____ disaster. We'll need to rethink our approach for the next campaign. Now, moving on to the product launch in Germany. Any updates?

John: I'm happy to say that despite some challenges early on, the launch was a 3. complete _____. Sales numbers exceeded our expectations.

Manager: That's excellent news! It sounds like a 4. great _____ for the company overall. We should take what we've learned and apply it to future launches.

Sarah: Absolutely. But we need to 5. _____ to the core strategies that worked well while improving on the weak areas. That way, we can keep moving forward.

Manager: Agreed. And speaking of challenges, what about the client presentation last week? I heard things didn't go quite as planned.

John: Unfortunately, it felt like a 6. _____ waste of time. We didn't get the responses we were hoping for, and there wasn't much useful feedback.

Manager: I see. We'll need to regroup and look at where things went wrong. But don't forget that learning from these experiences can still lead to 7. significant _____ over time, so let's not lose sight of that.

1. Read the article titled The Way Up to Success, and complete it (1-7) with the examples below (a-g).

- A. For example, if you want to improve your skills, you might look for online courses or training programs that fit your schedule. Finding the right opportunity can be the first step toward progress.
- B. For example, after months of working late and studying new skills, you get promoted at work. In this case, your efforts paid off, and you can enjoy the benefits.
- C. For instance, you may walk into a difficult situation with a client, not expecting the challenge. But how you handle these situations will make a big difference in your success.
- D. For instance, imagine you're given a big project at work. At first, it may seem impossible to finish everything on time, but with focus and dedication, you manage to complete it successfully.
- E. For instance, you might find out that your competitors are using new technology, and this information could help your company stay ahead of the competition. Staying ahead of others in your field is key to long-term success.
- F. For example, you might plan to work with a new client, but at the last minute, the deal falls through, and you have to start from scratch. Even when things don't work out, it's important to stay positive and keep looking for new opportunities.
- G. For example, a small business might struggle in its first year, but then suddenly take off once it finds the right customers. When success happens *quickly, it's often the result of hard work paying off.*

The Way Up to Success

Achieving success in the workplace takes time, effort, and the right mindset. Whether you're just starting your career or working towards a promotion, there are certain actions you can take to move forward. In this text, we'll explore several useful phrases that will help you understand the steps to success.

1. First of all, it's important to look for opportunities where you can learn and grow. ____
2. Once you've found an opportunity, the next step is to work hard and try to manage to achieve your goals. This can be difficult at times, especially if you're dealing with new challenges. ____
3. However, not everything always goes smoothly. Sometimes, plans may fall through. This means that your plans fail unexpectedly. ____
4. On the road to success, it's also important to find out new information that can help you improve. Successful people are always learning ____
5. Sometimes, when things are going well, success can suddenly take off. This means that it becomes successful quickly. ____
6. Speaking of hard work, it's important to remember that effort doesn't always pay off immediately, but with time and persistence, it usually does. When your hard work pays off, it means you finally see the results of your effort. ____
7. On the other hand, success can sometimes be difficult. You might walk into unexpected problems along the way. ____

Lastly, how you come off in the workplace is crucial. This means the impression you give to others. If you come off as confident and capable, people are more likely to trust you with important tasks. On the other hand, if you come off as unsure or unprepared, it can affect your chances of success.

In conclusion, success is a journey with ups and downs. You need to look for opportunities, work hard to manage to achieve your goals, and be prepared for challenges that may cause your plans to fall through. But with persistence, your hard work will eventually pay off and you can stay ahead of the competition. Remember, it's not always easy, but if you keep going, your career can truly take off.

2. Complete the sentences below using the phrases from the text. Each phrase can only be used once.

- manage to
- look for
- find out
- come off
- pay off
- stay ahead
- take off
- fall through
- walk into

1. When the deal with the client _____ at the last minute, we had to change our strategy completely.
2. If you continue to work hard, your efforts will eventually _____ and you will see results.
3. We need to _____ new opportunities for growth in the market.
4. She didn't _____ complete the report on time because there were too many last-minute changes.
5. The new product line didn't _____ at first, but after some time, it became very popular.
6. It's important to _____ of your competitors and know what they're doing in order to succeed.
7. After researching online, I managed to _____ some useful information about the industry trends.
8. He _____ a very difficult problem at work when the software crashed unexpectedly.
9. How you _____ in meetings can really affect how your colleagues see you.

3. Rewrite the following sentences (1-9) using the word in parenthesis. Do not change the meaning of the first sentence.

1. Despite the difficulties, I succeeded in finishing the project on time.
(manage to) _____.
2. In order to succeed, we must stay informed about our competitors' actions.
(stay ahead) _____.
3. He unexpectedly encountered a big issue during the meeting.
(walk into) _____.
4. The deal didn't happen as planned at the last minute.
(fall through) _____.
5. After asking the right questions, we discovered what went wrong with the system.
(find out) _____.
6. We need to search for a new supplier before our contract ends.
(look for) _____.
7. He gave the impression that he was confident and well-prepared in the presentation.
(come off) _____.
8. After months of hard work, she finally saw the results she wanted.
(pay off) _____.
9. The company became popular very quickly after launching their new product.
(take off) _____.

Obligation, prohibition and permission

1. Don't have to / Don't need to

These are used when something is **not necessary**. You can do it if you want, but it's not required.

Example:

- You **don't have to** bring your own lunch; we will provide food at the event.
- You **don't need to** attend the meeting if you're busy.

2. Can

We use **can** to talk about something that is **permitted** or allowed.

Example:

- You **can** leave early if you finish your work.
- We **can** have lunch in the park today.

3. Can't

We use **can't** to say that something is **not possible** or **not allowed**.

Example:

- You **can't** park your car here. It's a no-parking zone.
- We **can't** visit the museum today because it's closed.

4. Mustn't

Mustn't is stronger than "can't." It means something is **forbidden** or very **unacceptable**.

Example:

- You **mustn't** smoke in the office. It's against the rules.
- We **mustn't** be late for the meeting.

5. Must / Have to

We use **must** and **have to** to talk about **obligations**—things we **must do**.

Example:

- You **must** wear a seatbelt when driving.
- I **have to** finish this report by tomorrow.

Summary:

- **Don't have to / Don't need to:** You **can**, but it's not necessary.
- **Can:** You are **allowed** to do something.
- **Can't:** You are **not allowed** to do something.
- **Mustn't:** It is **forbidden** to do something.
- **Must / Have to:** You are **required** to do something.

1. Choose the correct answer (a, b, or c) to complete each sentence.

1. You _____ bring your umbrella if it's sunny outside, but it's up to you.
a. must
b. don't have to
c. mustn't
2. You _____ smoke inside the office. It's against the rules.
a. can't
b. don't need to
c. can
3. We _____ finish the project by Friday. It's the deadline.
a. don't need to
b. must
c. can
4. You _____ talk during the exam. It's strictly prohibited.
a. can
b. don't have to
c. mustn't
5. You _____ park here after 6 PM. It's allowed.
a. mustn't
b. can
c. don't have to
6. They _____ take the train to work today. Their car is broken.
a. must
b. can
c. mustn't
7. You _____ wear a helmet when riding a bike in the city. It's a safety rule.
a. can
b. mustn't
c. have to
8. We _____ be at the airport early tomorrow because our flight is at 6 AM.
a. have to
b. can
c. don't need to
9. He _____ answer all the questions correctly to pass the exam.
a. mustn't
b. can
c. must
10. You _____ stay for the meeting if you've finished your work. It's optional.
a. don't have to
b. mustn't
c. have to

2. Fill in the blanks with can, can't, must, mustn't, have to, or don't have to.

1. You _____ park here. It's a no-parking zone.
2. We _____ finish the report by tomorrow; it's the deadline.
3. They _____ bring their own lunch; the company will provide food.
4. You _____ use your phone during the exam; it's not allowed.
5. Employees _____ wear ID badges at all times in the office.
6. You _____ attend the meeting if you're busy, it's not required.
7. Students _____ submit their assignments on time to pass the course.
8. We _____ go to the meeting early to prepare.
9. You _____ speak loudly in the library; it's a quiet area.
10. You _____ call the customer service line if you need help.

3. Read the sentences below and write a response using one of the following: can, can't, must, mustn't, have to, or don't have to.

1. You need to submit the report by tomorrow. What should you do?
Your answer: _____
2. I heard the meeting is not mandatory. Do we really need to attend it?
Your answer: _____

3. It's very important to wear safety equipment in the factory. What is the rule?
Your answer: _____
4. I'm not sure if I can bring my laptop to the office. Is it allowed?
Your answer: _____
5. There is no parking available near the office. Can I park on the street?
Your answer: _____
6. We have a strict dress code for client meetings. What should we wear?
Your answer: _____
7. The presentation is not finished yet, but the deadline is tomorrow. Should I continue working late?
Your answer: _____
8. I'm not sure if I can leave early today. Is it permitted?
Your answer: _____
9. There is an urgent meeting at 3 PM. What should I do?
Your answer: _____
10. I want to take my lunch break now, but I'm in the middle of a meeting. What's the best option?
Your answer: _____

1. Read the discussion below: Overcoming Challenges at Work and underline all the 10 remaining discourse markers that guide the flow of a discussion.

Discourse markers are words or phrases used to connect, organize, or manage what we say or write, helping to guide the listener or reader through the flow of the conversation or text

1. Introducing or Starting a Story

- **To begin**, I'd like to tell you about something that happened to me.

- _____

2. Providing Personal Comments or Emphasis

- _____

- _____

3. Building Suspense or Transitioning

- _____

4. Explaining a Problem or Challenge

- _____

5. Drawing a Lesson or Insight

- _____

- _____

6. Concluding or Wrapping Up

- _____

- _____

- _____

Discussion: Overcoming Challenges at Work

To begin, I'd like to tell you about something that happened to me last month during a major project at work. So that's what I want to talk about today — it's a story about dealing with setbacks and learning how to stay positive.

The story starts with our team working on a big product launch. I have to tell you, everything seemed to be going well at first. We had done all the necessary planning, and we felt confident that we could meet our goals. But then all of a sudden, one of our key suppliers fell through, and we didn't get the materials we needed in time.

The problem with all of this was that we were on a very tight schedule, and now we were falling behind. I have to admit, I started to feel a bit panicked. We knew that we must finish the project on time because the launch date was fixed, and there was no flexibility. And you know what the funny thing is? We didn't need to panic as much as we did. Looking back, we could have handled things better if we had just stayed calm and focused on finding solutions. In the end, after a lot of thinking, we decided to work with a new supplier. We had to quickly find alternatives, and everyone needed to work late to get things done. It wasn't easy, but we managed to pull through.

At the end of the day, what I realized is that you don't have to be perfect to succeed, but you must stay resilient. This has taught me an important lesson — sometimes you mustn't let the fear of failure stop you from moving forward. And I think we can all learn from this because, in the end, it's about staying adaptable and using challenges as opportunities for growth.

2. Now, match the 11 discourse markers from the previous exercise with the specific use.

1. To start the narration about the product launch.
2. To describe when the supplier issue happened unexpectedly.
3. The conclusion of the story, highlighting the takeaway about resilience.
4. Used to highlight the main issue of falling behind schedule.
5. Transition phrase after introducing the topic.
6. Reflecting on how they decided to change the supplier.
7. Used at the start of the story to introduce the situation.
8. The lesson from the experience was introduced here.
9. Used to emphasize how things seemed fine initially.
10. Introduced the reflection about panicking unnecessarily.
11. Stating the lesson learned from the challenge.

3. Write a story of 200-300 words about a time when you faced a sudden change or unexpected problem in your job or studies. Use the provided phrases to guide your writing and explain how the situation developed, how you reacted, and what you learned from the experience.

Phrases to use:

1. To begin, I'd like to tell you about something that happened to me.
2. So that's what I want to talk about today.
3. The story starts with ...
4. I have to tell you, ...
5. And then all of a sudden, ...
6. The problem with all of this was that ...
7. And you know what the funny thing is, ...
8. And I think we can all learn from this because ...
9. This has taught me an important lesson ...
10. In the end, after a lot of thinking, ...
11. At the end of the day, ...

1. Match each phrase / sentence (1-25) to the correct category (a, b, c, d or e) from the box below.

- a. starting
- b. dealing with technical problems
- c. managing the teleconference
- d. Interrupting
- e. ending

1. Peter is here with me. ____.
2. Could you unmute your microphone? ____.
3. We're just waiting for ... ____.
4. Can I say something here? ____.
5. I think that covers everything. ____.
6. Susan, can you hear me OK? ____.
7. Damien, are you there? ____.
8. Julie, would you like to comment? ____.
9. This is Tom. Can I ask a question? ____.
10. Can I come in here? ____.
11. I'll sum up the main points in an email. ____.
12. Your line isn't very good. ____.
13. Is Mark? ____.

14. Can you speak up? ____.
15. Thank you everyone for coming. ____.
16. You're breaking up. ____.
17. Your screen is blank / frozen. ____.
18. And then (name), you can speak next. ____.
19. We lost you for a second. ____.
20. Are there any questions before we finish? ____.
21. I hear some background noise. ____.
22. Liam, can you speak first? ____.
23. Would you mind muting your microphone? ____.
24. Can you repeat that, please? ____.
25. OK, let's begin/start. Today, I want to discuss ... ____.

2. Complete the exchanges using the phrases provided (a-h)

- a. Agreed, that wraps it all up.
- b. Certainly, I was talking about the last quarter's results.
- c. Sure, I think we should focus on the budget first.
- d. No worries, I'll be here until they join.
- e. Yes, I can hear you clearly, thank you.
- f. Yes, go ahead. I'm listening.
- g. Sure, let me unmute it right away.
- h. Yes, I can confirm they are here with us now.

1. Speaker A: (name) is here with me.
Speaker B: _____.
2. Speaker A: Could you unmute your microphone?
Speaker B: _____.
3. Speaker A: We're just waiting for (name).
Speaker B: _____.
4. Speaker A: Can I say something here?
Speaker B: _____.
5. Speaker A: I think that covers everything.
Speaker B: _____.
6. Speaker A: (name), can you hear me OK?
Speaker B: _____.
7. Speaker A: (name), would you like to comment?
Speaker B: _____.
8. Speaker A: Can you repeat that, please?
Speaker B: _____.

3. Here are eight scenarios. Write a sentence based on the context. You can use any of the phrases from exercise 1, so there will be more than one possible answer for each context.

Scenario 1:

You're starting a teleconference and some participants have not yet arrived.
(Starting the meeting)

_____.

Scenario 2:

You notice one of the participants has muted themselves but you need them to comment on something.
(Managing the teleconference)

_____.

Scenario 3:

You're trying to present but one participant's microphone is causing loud background noise.
(Dealing with technical problems)

_____.

Scenario 4:

One of the participants' connection cuts out briefly, and you want to confirm they're back online.
(Dealing with technical problems)

_____.

Scenario 5:

You're wrapping up the teleconference and want to check if anyone has further questions before you finish.
(Ending the meeting)

_____.

Scenario 6:

You'd like to briefly interrupt the discussion to ask a question.
(Interrupting)

_____.

Scenario 7:

You're having a teleconference, but someone's screen freezes, and they don't seem to notice.
(Dealing with technical problems)

_____.

Scenario 8:

You're managing the teleconference and you want to invite someone to speak next.
(Managing the teleconference)

_____.



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Business Intermediate

Unit 7: Success and mindset

Homework – Answer Key

Exercise 1

1. **False** – A fixed mindset causes people to avoid risks because they fear failure and believe their abilities are fixed, not adaptable.
2. **True** – People with a growth mindset see failure as an opportunity to learn and improve their skills.
3. **False** – Individuals with a fixed mindset believe that intelligence and skills are static and cannot be developed.
4. **False** – People with a growth mindset do not view failure as a total waste of time, but rather as a learning opportunity.
5. **True** – Individuals with a fixed mindset often see failure as an absolute disaster and try to avoid risks to prevent it.
6. **True** – A growth mindset can turn a failure (real flop) into eventual success by learning from the experience.
7. **True** – Those with a fixed mindset tend to stick to what they know and avoid challenges because they fear failure.
8. **True** – A growth mindset leads to personal and professional growth because it encourages learning and improvement from mistakes.
9. **False** – Someone with a fixed mindset believes that failure reflects their inability, not a step towards significant achievement.
10. **True** – A growth mindset embraces failure as part of the process toward achieving complete success.

Exercise 2

1. **Significant achievement:** a huge accomplishment that is meaningful or important.
2. **Absolute disaster:** a situation that goes terribly wrong, causing a big problem.
3. **Complete success:** when something turns out perfect without any issues.
4. **Stick to:** to continue with something and not give up, even when it's hard.
5. **Real flop:** when something fails badly and doesn't work out as expected.
6. **Total waste of time:** something that feels useless or unproductive.
7. **Great triumph:** a major victory or success.

Exercise 3

1. Real flop

"Honestly, it was a real flop." (The campaign didn't attract customers or meet its goals.)

2. Absolute disaster

"Yes, I agree. It really was an absolute disaster." (The manager emphasizes that the campaign failed badly.)

3. Complete success

"The launch was a complete success." (The launch exceeded expectations, so it went perfectly.)

4. Great triumph

"It sounds like a great triumph." (The manager emphasizes that the product launch was a major victory.)

5. Stick to

"We need to stick to the core strategies that worked well." (They suggest continuing with what worked.)

6. Total waste of time

"Unfortunately, it felt like a total waste of time." (The presentation didn't provide useful feedback, so it seemed unproductive.)

7. Significant achievement

"Learning from these experiences can still lead to significant achievement over time." (The manager encourages learning from mistakes to achieve success.)

Exercise 1

1. **A.** For example, if you want to improve your skills, you might look for online courses or training programs that fit your schedule. Finding the right opportunity can be the first step toward progress.
2. **D.** For instance, imagine you're given a big project at work. At first, it may seem impossible to finish everything on time, but with focus and dedication, you manage to complete it successfully.
3. **F.** For example, you might plan to work with a new client, but at the last minute, the deal falls through, and you have to start from scratch. Even when things don't work out, it's important to stay positive and keep looking for new opportunities.
4. **E.** For instance, you might find out that your competitors are using new technology, and this information could help your company stay ahead of the competition. Staying ahead of others in your field is key to long-term success.
5. **G.** For example, a small business might struggle in its first year, but then suddenly take off once it finds the right customers. When success happens quickly, it's often the result of hard work paying off.
6. **B.** For example, after months of working late and studying new skills, you get promoted at work. In this case, your efforts paid off, and you can enjoy the benefits.
7. **C.** For instance, you may walk into a difficult situation with a client, not expecting the challenge. But how you handle these situations will make a big difference in your success.

Exercise 2

1. Fall through

*"When the deal with the client **fell through** at the last minute, we had to change our strategy completely."*

Justification: "Fall through" means to fail or not happen as planned. In this context, the deal did not go through, forcing a change in strategy.

2. Pay off

*"If you continue to work hard, your efforts will eventually **pay off** and you will see results."*

Justification: "Pay off" means to result in success or a benefit. This sentence highlights that consistent effort leads to rewards.

3. Look for

*"We need to **look for** new opportunities for growth in the market."*

Justification: "Look for" means to try to find something. In this case, the speaker is searching for growth opportunities in the market.

4. Manage to

*"She didn't **manage to** complete the report on time because there were too many last-minute changes."*

Justification: "Manage to" means to succeed in doing something despite difficulties. Here, the speaker explains that the person couldn't finish the report due to unexpected challenges.

5. Take off

*"The new product line didn't **take off** at first, but after some time, it became very popular."*

Justification: "Take off" refers to something suddenly becoming successful. The product wasn't popular initially, but later it became a success.

6. Stay ahead

*"It's important to **stay ahead** of your competitors and know what they're doing in order to succeed."*

Justification: "Stay ahead" means to be more successful or remain in a better position than others. In this sentence, it emphasizes the importance of staying informed about competitors.

7. Find out

*"After researching online, I managed to **find out** some useful information about the industry trends."*

Justification: "Find out" means to discover information. The speaker explains how research led to new, valuable insights.

8. Walk into

*"He **walked into** a very difficult problem at work when the software crashed unexpectedly."*

Justification: "Walk into" means to unexpectedly encounter something negative. In this case, the person faced an unexpected problem with the software.

9. Come off

*"How you **come off** in meetings can really affect how your colleagues see you."*

Justification: "Come off" refers to the impression someone gives. The sentence highlights that the way you present yourself in meetings influences how others perceive you.

Exercise 3

1. Despite the difficulties, I **managed to** finish the project on time.
2. In order to succeed, we must **stay ahead** of our competitors' actions.
3. He **walked into** a big issue during the meeting.
4. The deal **fell through** at the last minute.
5. After asking the right questions, we **found out** what went wrong with the system.
6. We need to **look for** a new supplier before our contract ends.
7. He **came off** as confident and well-prepared in the presentation.
8. After months of hard work, her efforts finally **paid off**.
9. The company **took off** very quickly after launching their new product.

Exercise 1

1. b. don't have to
2. a. can't
3. b. must
4. c. mustn't
5. b. can
6. a. must
7. c. have to
8. a. have to
9. c. must
10. a. don't have to

Exercise 2

1. can't
2. have to
3. don't have to
4. mustn't
5. have to
6. don't have to
7. must
8. have to
9. mustn't
10. can

Exercise 3

1. I **have to** finish the report by tomorrow.
2. No, we **don't have to** attend the meeting if it's not mandatory.
3. You **must** wear safety equipment in the factory.
4. Yes, you **can** bring your laptop to the office.
5. No, you **can't** park on the street. It's not allowed.
6. You **must** wear formal clothing for client meetings.
7. Yes, you **have to** work late if the deadline is tomorrow.
8. No, you **can't** leave early today unless you finish your tasks.
9. You **must** attend the meeting at 3 PM.
10. You **can't** take your lunch break during the meeting, but you **can** take it afterward.

Exercise 1

1. Introducing or Starting a Story
 - To begin, I'd like to tell you about something that happened to me.
 - The story starts with
2. Providing Personal Comments or Emphasis
 - I have to tell you
 - And you know what the funny thing is, ...
3. Building Suspense or Transitioning
 - And then all of a sudden,
4. Explaining a Problem or Challenge
 - The problem with all of this was that ...
5. Drawing a Lesson or Insight
 - And I think we can all learn from this because ...
 - This has taught me an important lesson ...
6. Concluding or Wrapping Up
 - So that's what I want to talk about today.
 - In the end, after a lot of thinking,
 - At the end of the day,

Exercise 2

1. **The story starts with:** To start the narration about the product launch.
2. **And then all of a sudden:** To describe when the supplier issue happened unexpectedly.
3. **At the end of the day:** The conclusion of the story, highlighting the takeaway about resilience.
4. **The problem with all of this was that:** Used to highlight the main issue of falling behind schedule.
5. **So that's what I want to talk about today:** Transition phrase after introducing the topic.
6. **In the end, after a lot of thinking:** Reflecting on how they decided to change the supplier.
7. **To begin, I'd like to tell you about something that happened to me:** Used at the start of the story to introduce the situation.
8. **And I think we can all learn from this because:** The lesson from the experience was introduced here.
9. **I have to tell you:** Used to emphasize how things seemed fine initially.
10. **And you know what the funny thing is:** Introduced the reflection about panicking unnecessarily.
11. **This has taught me an important lesson:** Stating the lesson learned from the challenge.

Exercise 1

1. (name) is here with me. **a. starting**
2. Could you unmute your microphone? **b. dealing with technical problems**
3. We're just waiting for ... **a. starting**
4. Can I say something here? **d. Interrupting**
5. I think that covers everything. **e. ending**
6. (name), can you hear me OK? **b. dealing with technical problems**
7. (name), are you there? **b. dealing with technical problems**
8. (name), would you like to comment? **c. managing the teleconference**
9. This is (name). Can I ask a question? **d. Interrupting**
10. Can I come in here? **d. Interrupting**
11. I'll sum up the main points in an email. **e. ending**
12. Your line isn't very good. **b. dealing with technical problems**
13. (name), are you there? **a. starting**
14. Can you speak up? **b. dealing with technical problems**
15. Thank you everyone for coming. **e. ending**
16. You're breaking up. **b. dealing with technical problems**
17. Your screen is blank / frozen. **b. dealing with technical problems**
18. And then (name), you can speak next. **c. managing the teleconference**
19. We lost you for a second. **b. dealing with technical problems**
20. Are there any questions before we finish? **e. ending**
21. I hear some background noise. **b. dealing with technical problems**
22. (name), can you speak first? **c. managing the teleconference**
23. Would you mind muting your microphone? **b. dealing with technical problems**
24. Can you repeat that, please? **b. dealing with technical problems**
25. OK, let's begin/start. Today, I want to discuss ... **c. managing the teleconference**

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)."