

mYngle

Business Intermediate

Homework - Unit 9: Challenge



Working with Words 1

1. Read the article on How to Manage Stress and put paragraphs a-e in the correct order.

1. ____ 2. ____ 3. ____ 4. ____ 5. ____

How to Manage Stress

In today's fast-paced world, many people feel under pressure due to various demands in their lives. Whether it's work, family, or personal goals, it seems that everyone is trying to manage multiple things at once. When you have a heavy load to carry, it can be difficult to stay relaxed and focused. Here are some tips on how to manage stress effectively and avoid feeling overwhelmed.

- a. Additionally, feeling frustrated and pulling your hair out is a sign of high stress. This usually happens when things aren't going as planned or when the workload seems too much. At this point, talking to someone—a friend, family member, or colleague—can help. Sometimes, sharing your feelings can relieve some stress, and you may even get some useful advice.
- b. Another common experience when feeling stressed is to hit the wall. This happens when you push yourself too hard and feel that you can no longer continue. Many people push to the limit, but it's important to recognize when to stop and take a break. Taking a walk, doing some light exercise, or simply resting can give you the energy to continue and avoid complete exhaustion.
- c. Finally, don't hesitate to seek help if you're feeling overwhelmed. Managing stress is not just about handling things alone but knowing when to reach out. If you feel that you're carrying a heavy load and that it's too much to bear, consider speaking to a professional or finding support in stress management groups.
- d. First, it's common for people to feel that they have a lot on their plate. This can mean balancing responsibilities at work, at home, and even with friends. Often, people try to juggle too many balls—attempting to do everything at the same time. Unfortunately, this can lead to high levels of stress. Instead of trying to do everything at once, it's helpful to make a list of priorities. Focus on one or two tasks at a time to reduce stress and achieve better results.
- e. Sometimes, stress can be so overwhelming that people lose sleep over something. Worrying too much about certain issues can affect the quality of your sleep, which only makes stress worse. To improve sleep and manage stress, try to relax before bedtime by reading a book, taking a warm bath, or listening to calming music. Remember, most things can be solved in the morning when you're well-rested.

In conclusion, stress is a part of life, but it doesn't have to control you. By recognizing your limits, setting priorities, and knowing when to rest, you can better manage stress and maintain a healthy, balanced life.

2. Find the phrases/words in the text that match the following definitions.

1. Experiencing high levels of stress due to many responsibilities or expectations. _____.
2. Dealing with a large amount of work or significant responsibility. _____.
3. Trying to manage multiple tasks at once, often leading to stress. _____.
4. Having numerous duties or obligations to handle. _____.
5. Staying awake at night due to excessive worry about a particular issue. _____.
6. Reaching a point of extreme fatigue or mental exhaustion where it's difficult to continue. _____.
7. Feeling extremely frustrated or overwhelmed by a situation. _____.
8. Exerting oneself to the fullest extent, often to the point of exhaustion. _____.

Working with Words 1

3. Complete the sentences below using the phrases from the previous exercise.

1. With all the tasks from work, family, and school, I feel like I'm trying _____ **balls** every day.
2. Last night, I stayed awake worrying about my job interview; I really started _____ **over it**.
3. After working 12 hours a day for the past week, I finally feel like I've **hit** _____—I can't keep going at this pace.
4. My supervisor just gave me another big project, so now I really **have a lot** _____ this month.
5. Managing the company's finances during the crisis has been a _____ **to carry**, but I'm determined to get through it.
6. My team is working hard to meet the deadline, and everyone is really being **pushed to** _____ to finish on time.
7. I've tried everything, but the software issue still isn't fixed—it's making me want **to pull** _____.
8. With so many tasks due tomorrow, I definitely feel **under** _____ to get everything done in time.

Working with Words 2

1. Read 'Eating the Frog: The Secret to Managing Your Time Effectively' and decide if the following statements (1-10) are true or false.

1. Eating the frog means doing your easiest task first.
2. The phrase "eat the frog" encourages you to tackle the hardest task at the start of the day.
3. Fitting in time for small tasks can help you be more productive.
4. Planning for delays means you should expect that everything will go smoothly.
5. Wasting time on unimportant activities can make it harder to finish your main tasks.
6. "Make up for lost time" means working more efficiently to catch up.
7. It's okay to tackle your hardest task at the end of the day according to "eat the frog."
8. Taking regular breaks can help prevent wasting time during work hours.
9. Running out of time is usually not a problem when you have a clear schedule.
10. Managing time effectively means doing everything as quickly as possible.

Eating the Frog: The Secret to Managing Your Time Effectively

We often feel like there aren't enough hours in the day to accomplish everything. Between work, family, and personal activities, time seems to slip away. But have you heard of the idea called "*eating the frog*"? This concept could be the secret to managing your time and being more productive.

What Does "Eat the Frog" Mean?

The phrase "eat the frog" comes from a saying attributed to Mark Twain: "If it's your job to eat a frog, it's best to do it first thing in the morning." Here, the "frog" represents the task you find most challenging, the one you're most likely to avoid. By tackling this task first, you avoid wasting time later in the day by procrastinating or dreading it. When you start with the hardest thing, the rest of the day feels much easier.

How "Eating the Frog" Helps You Save Time

When you start your day with your biggest challenge, you free up mental space for everything else. Instead of feeling pressed for time, wondering when you'll finish that difficult task, you've already completed it. This strategy helps you save time by reducing the urge to delay or work slowly. You spend time focusing on what truly matters, instead of jumping from one task to another without a clear plan.

Other Tips to Manage Your Time

1. **Fit in time for small tasks:** After eating your frog, handle smaller tasks. Squeeze these activities into your schedule where you have free moments, like answering emails while waiting for a meeting to start. This is an efficient way to use spare minutes and avoid having too much left at the end of the day.
2. **Make time for priorities:** Create a list of what's most important each day. Making time for these tasks can help you feel accomplished. When you know what you need to focus on, it's easier to stay on track and avoid distractions.
3. **Plan for delays:** We all face unexpected interruptions, which means we often run out of time. If you include extra time for delays in your schedule, you'll find it easier to handle interruptions and avoid stress.
4. **Make up for lost time:** Sometimes, things don't go as planned. If you fall behind, find ways to make up for lost time. This could mean working on a weekend or finishing tasks in the evening. Remember to balance this, though, so you don't burn out.

Avoiding Time-Wasting Habits

Many people unintentionally waste time on unimportant activities, like scrolling through social media or getting stuck in long conversations. One way to prevent this is to set specific times to take breaks. These "break times" help you relax without allowing your focus to drift during work hours. This way, you don't need to make up for lost time or feel overwhelmed by what's left on your to-do list.

Final Thoughts on "Eating the Frog"

Managing time doesn't mean doing everything perfectly; it's about working smarter. By tackling your hardest task first, fitting in time for smaller things, and planning for delays, you can feel more in control of your day. Start by eating the frog, and you'll discover that managing your time becomes much simpler and more effective.

Working with Words 2

2. Choose the best phrase to complete each sentence.

list below. Remember, each word can be used only once.

1. I really need to _____ some relaxation after such a busy week.

a. waste time | b. make time for | c. run out of time

2. During my commute, I listen to audiobooks to _____.

a. save time | b. spend time | c. pressed for time

3. I usually _____ by watching TV in the evening, but I think I should use that time more effectively.

a. run out of time | b. waste time | c. fit in time

4. She has a hectic schedule but always tries to _____ her daily workout.

a. pressed for time | b. fit in time | c. make up for lost time

5. After taking a break, he worked extra hours to _____.

a. make up for lost time | b. waste time | c. pressed for time

6. I'm usually _____ in the mornings, so I prepare my things the night before.

a. spend time | b. make time for | c. pressed for time

7. We have only an hour left for the meeting; it feels like we're starting to _____.

a. run out of time | b. waste time | c. make up for lost time

8. I prefer online shopping to _____ when I need to buy something quickly.

a. fit in time | b. save time | c. run out of time

9. I try to _____ with my family every weekend, no matter how busy I am.

a. make time for | b. make up for lost time | c. pressed for time

10. After a slow start to the year, the team worked overtime to _____.

a. fit in time | b. save time | c. make up for lost time

Working with Words 2

3. Rewrite the following sentences using the phrases given.

list below. Remember, each word can be used only once.

1. I don't use my time effectively when I browse social media instead of working.
(Waste time) _____.
2. By preparing my meals in advance, I can do things quickly and efficiently.
(Save time) _____.
3. I'm in a hurry, so I can only talk for a few minutes.
(To be pressed for time) _____.
4. We have almost no time left to finish this project.
(Run out of time) _____.
5. I like to use my time doing outdoor activities on the weekends.
(Spend time) _____.
6. I'll try to squeeze a workout into my schedule after work.
(Fit in time) _____.
7. Even with my busy schedule, I make sure to prioritize time for family.
(Make time for) _____.
8. After the delay, I need to catch up on my work to stay on track.
(Make up for lost time) _____.

An indirect question is one question within another question.

CAN YOU TELL ME - HOW LONG I'LL HAVE TO WAIT TO SEE THE DOCTOR?

Introductory phrase indirect question

1. The direct question is: HOW LONG WILL I HAVE TO WAIT TO SEE THE DOCTOR?

In indirect questions we use a statement word order, the introductory phrase introduces the question, but the real question is worded as an affirmative statement.

- Use this phrase to introduce a question softly. For example:
 - **Direct Question:** "Are you available for the meeting?"
 - **Indirect Question:** "I was wondering if you are available for the meeting."

2. I'd like to know...

- This is a polite way to express curiosity or ask for information. For example:
 - **Direct Question:** "What time does the meeting start?"
 - **Indirect Question:** "I'd like to know what time the meeting starts."
- **Grammar Note:** The statement word order is used after the introductory phrase, making it sound like an affirmative sentence.

3. Could you tell me...

- This phrase is useful when you need someone to explain or clarify something. For example:
 - **Direct Question:** "Where is the conference room?"
 - **Indirect Question:** "Could you tell me where the conference room is?"
- **Grammar Note:** Like other indirect questions, it uses a statement structure for the question part ("where the conference room is") rather than a question structure.

4. Do you have any idea...

- Use this phrase when asking for information in a polite or informal way. For example:
 - **Direct Question:** "When will the report be ready?"
 - **Indirect Question:** "Do you have any idea when the report will be ready?"
- **Grammar Note:** The indirect question keeps the verb order as it would be in a statement rather than in a direct question.

5. Do you know...

- This is similar to "Do you have any idea" but is a bit more straightforward. For example:
 - **Direct Question:** "Who is leading the project?"
 - **Indirect Question:** "Do you know who is leading the project?"
- **Grammar Note:** In the indirect form, the subject comes before the verb ("who is leading") as it would in a statement.

6. Would you mind...

- This phrase is often used for requests, making the question sound polite. For example:
 - **Direct Question:** "Can you send me the documents?"
 - **Indirect Question:** "Would you mind sending me the documents?"
- **Grammar Note:** "Would you mind..." is followed by a gerund (-ing form), which is common for polite requests.

More Phrases for Indirect Questions:

- "Is there any chance you could tell me...?"
- "I was hoping you could explain..."
- "I'm interested in finding out..."

1. Rewrite each direct question as an indirect question using the phrase in parentheses.

1. Where is the nearest bank? (Could you tell me) _____.
2. What time does the event start? (I'd like to know) _____.
3. Why did they cancel the meeting? (Do you have any idea) _____.
4. How much does this laptop cost? (I was wondering if) _____.
5. Where can I find the new policy document? (Would you mind telling me) _____.
6. Who is responsible for this project? (Do you know) _____.
7. How do I log in to the system? (Could you tell me) _____.
8. Can we reschedule the presentation? (I was hoping you could let me know) _____.
9. How long will the meeting take? (Do you have any idea) _____.
10. What is the deadline for this task? (I'd like to find out) _____.

2. Which is Right? Tick (✓) the correct alternative (a, b or c) for the statements 1-8.

- | | |
|--|--|
| 1. a. Do you know where the nearest bank is?
b. Do you know where is the nearest bank?
c. Do you know where the nearest bank it is? | 5. a. I'd like to know who is the presenter today.
b. I'd like to know who the presenter is today.
c. I'd like to know who today is the presenter. |
| 2. a. I was wondering when does the meeting begin.
b. I was wondering when the meeting begins.
c. I was wondering when does begin the meeting. | 6. a. Can you explain what does this process involve?
b. Can you explain what this process involves?
c. Can you explain what involves this process? |
| 3. a. Could you tell me how much this costs?
b. Could you tell me how much does this cost?
c. Could you tell me how much cost this? | 7. a. Could you tell me why did they cancel the event?
b. Could you tell me why was cancelled the event?
c. Could you tell me why the event was cancelled? |
| 4. a. Do you have any idea what time does the train leave?
b. Do you have any idea what time leaves the train?
c. Do you have any idea what time the train leaves? | 8. a. Do you know how long it will take to finish?
b. Do you know how long will it take to finish?
c. Do you know how long does it take to finish? |

3. Finish the conversations using the phrases to form indirect questions.

1. A: Who approved the budget?

B: _____

2. A: Why was the deadline changed?

B: _____

3. A: Where can we find the new guidelines?

B: _____

4. A: What's the target for next quarter's sales?

B: _____

5. A: How long will the training session last?

B: _____

6. A: Who is in charge of onboarding new employees?

B: _____

7. A: When will the project review be held?

B: _____

8. A: Where should we upload our documents?

B: _____

9. A: What's the reason for the delay?

B: _____

10. A: How do we access the updated files?

B: _____

Practically Speaking

1. Put the sentences (a-p) in the most suitable blank.

1. "I'm not sure that we'll be able to..."
2. "Unfortunately, we have to..."
3. "I think we should continue to..."
4. "I really think it's time to..."
5. "But I'm extremely confident that we..."
6. "I'm very disappointed with the..."
7. "I'm sure that we can..."
8. "Overall, I think things have gone
9. "Of course, there will be a few..."
10. "I'm sorry to have to say this, but..."
11. "Due to [reason], we are unable to..."
12. "To be fair, there will be a few"
13. "Despite our best efforts..."
14. "We just haven't made enough"
15. "I appreciate your understanding as we..."
16. "We have to find a new approach to this."

Delivering Bad News Effectively in the Workplace

In any professional environment, delivering bad news is an essential but challenging task. Whether it's informing a client of a delay, explaining a project's underperformance to stakeholders, or sharing disappointing results with a team, communicating bad news requires sensitivity, clarity, and a constructive approach.

Starting with Empathy and Transparency

When delivering bad news, it's important to be honest and empathetic from the outset. Phrases like 1. _____ or 2. _____ help set a clear tone while acknowledging the difficulty of the message. For instance, saying "Unfortunately, we have to push back the deadline due to unforeseen circumstances" provides clarity and opens the conversation.

Providing specific reasons helps the listener understand the situation better. For example, 3. _____ communicates the cause directly. By explaining the context with phrases such as 4. _____ or 5. _____ show that you've tried to avoid the setback, but circumstances have made it unavoidable.

Acknowledging Disappointment

When expectations aren't met, it's natural for both parties to feel disappointed. It's okay to express this sentiment honestly: 6. _____. This level of openness can encourage understanding and foster a solution-oriented conversation.

At times, you may need to convey uncertainty, especially if the situation is ongoing. 7. _____ is a way of being honest without creating false hope. This approach sets realistic expectations while leaving room for improvement.

Suggesting Improvements for Moving Forward

After delivering the news, it's crucial to shift the focus to constructive steps forward. Use phrases like 8. _____ to acknowledge the listener's patience and cooperation. For example, if a product launch is delayed, you could say, 9. _____.

Additionally, suggesting a new approach can make the news feel less final. 10. _____ or 11. _____ signals that changes are being considered to improve future outcomes. This helps to reassure the listener that the situation is being actively addressed.

Expressing Confidence in Future Success

Balancing honesty with optimism is essential. Even when things look difficult, expressing confidence can help maintain morale and trust. Statements like 12. _____ or 13. _____ emphasize resilience and determination.

Setting realistic expectations is also key. Acknowledging the road ahead with phrases such as 14. _____ or 15. _____ prepares everyone for the realities of the situation without discouragement.

Summing Up Positively

Delivering bad news doesn't have to end on a negative note. Expressing gratitude and sharing an overall positive outlook can leave a lasting impression. To conclude, you might add, 16. _____.

Handling difficult conversations with empathy, transparency, and confidence not only preserves relationships but also fosters a culture of trust and resilience. This approach ensures that even bad news can be a step toward growth and improvement.

Practically Speaking

2. Read each situation and respond with a sentence using one of the provided phrases from exercise 1.

- "I'm not sure that we'll be able to..."
- "Unfortunately, we have to..."
- "I think we should continue to..."
- "I really think it's time to..."
- "But I'm extremely confident that we..."
- "I'm very disappointed with the..."
- "I'm sure that we can..."
- "Overall, I think things have gone
- "Of course, there will be a few..."
- "I'm sorry to have to say this, but..."
- "Due to [reason], we are unable to..."
- "To be fair, there will be a few"
- "Despite our best efforts..."
- "We just haven't made enough"
- "I appreciate your understanding as we..."
- "We have to find a new approach to this."

1. You need to inform your team that a project deadline will not be met.
_____.
2. You want to suggest continuing with the current strategy, as it's showing signs of success.
_____.
3. A client is disappointed with the delay in delivery, and you want to express empathy.
_____.
4. You're explaining to a colleague why a new software feature is delayed despite the team's efforts.
_____.
5. You need to assure your boss that, despite some setbacks, you believe the project will succeed.
_____.
6. You're discussing a new project plan and need to mention that adjustments are necessary.
_____.
7. You want to inform a client that a specific request cannot be met due to resource limitations.
_____.
8. A colleague asks if there's any good news about the project, and you want to express optimism while being realistic.
_____.

3. You are a project manager at a tech company. Unfortunately, due to delays with a key supplier, your team is behind schedule on a new product launch. You need to send an email to your manager, summarizing the situation, expressing your concerns, and suggesting a path forward.

In your email, include the following:

- An apology for the delay and acknowledgment of the challenges.
- A summary of what has already been done by your team despite the setbacks.
- Suggestions for possible improvements or next steps to get back on track.
- Show some confidence about future outcomes, even with the current challenges.

Example phrases to use

- Unfortunately, we have to...
- Due to [reason], we are unable to...
- Despite our best efforts...
- I'm sorry to have to say this, but...
- I appreciate your understanding as we...
- We have to find a new approach to this...
- I think we should continue to...
- But I'm extremely confident that we...
- I'm sure that we can...

Business Communication

1. Match each phrase / sentence (1-22) to the correct category (a, b, c or d) from the box below.

1. As I was saying, ...
2. Before you speak, let me just say ...
3. I take your point.
4. Can I come in here? / Could I jump in?
5. Could I (just) say something?
6. We'll come back to you in a moment.
7. Could I add something?
8. Excuse me for interrupting ...
9. Going back to what I was saying
10. Hold on a minute.
11. Hold on, please.
12. I see what you mean.
13. I'm coming to that now / in a moment / shortly.
14. Do you mind if I say something?
15. If I can just finish
16. May I just finish?
17. Please bear with me for a moment.
18. Sorry to interrupt but ...
19. Sorry, I just have one more thing to say
20. Could I just comment on that?
21. That's a good point.
22. The point I was making was ...

A- Interrupting	B- Agreeing	C- Requesting patience	D- Dealing with interruptions

2. Complete the dialogue below by filling in the blanks with the most appropriate phrases from the list provided.

1. "Could I add something?"
2. "Sorry to interrupt, but..."
3. "The point I was making was..."
4. "I take your point."
5. "Going back to what I was saying..."
6. "Hold on a minute."
7. "I see what you mean."
8. "Before you speak, let me just say..."
9. "Please bear with me for a moment."
10. "May I just finish?"

Manager: Good morning, everyone. Thank you for joining the meeting today. We'll be discussing the upcoming project timeline and budget allocations. 1. _____

Team Member A: I understand that we're focusing on the budget, but could we also discuss the project deadlines?

Manager: 2. _____ I'll get to the deadlines shortly. Let's address the budget first.

Team Member B: 3. _____ we can manage the current budget without requesting additional funds. The only concern is the marketing costs.

Manager: 4. _____. The marketing costs are indeed a significant part. I'll go over the details in a moment.

Team Member C: 5. _____ We also need to clarify who will handle the social media outreach for the new project.

Manager: 6. _____. The main priority here is ensuring that the budget aligns with our overall goals.

Team Member D: 7. _____. I agree with Team Member B regarding the budget constraints. But we also need to prepare for unexpected expenses.

Manager: 8. _____ to summarize, we'll focus on controlling marketing costs first and then move to deadline planning.

Team Member A: 9. _____ I still think we should consider additional support for the social media strategy.

Manager: 10. _____ that's a valid point. Let's take it into account as we proceed.

Business Communication

3. Write a sentence for each prompt (1-10), using the appropriate phrase naturally in your response and the words in brackets.

1. You are in a meeting, and someone interrupts while you're explaining a critical point. Politely ask to finish what you're saying.
(If / can / finish) _____.
2. A colleague has presented an idea, and you want to show that you understand their perspective.
(see / mean) _____.
3. You're discussing a project, and you need the group's patience as you explain a complex part.
(Please / bear / moment) _____.
4. Someone has made a good point in the meeting, and you want to acknowledge it.
(good / point) _____.
5. You'd like to add an additional point in the discussion but don't want to interrupt rudely.
(Could / add) _____.
6. The discussion has veered off topic, and you want to redirect it back to the main point.
(back / what / saying) _____.
7. You need a moment to address a question that was asked but aren't ready to answer immediately.
(Hold / please) _____.
8. You want to politely interrupt to provide your opinion on a topic being discussed.
(Sorry / interrupt) _____.
9. You partially agree with someone's point, but you also have something additional to say.
(take / point) _____.
10. You realize someone misunderstood your earlier statement, and you want to clarify.
(point / making) _____.



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Business Intermediate

Unit 9: Challenge

Homework – Answer Key

Working with Words 1

Exercise 1

1. d
2. e
3. b
4. a
5. c

Exercise 2

1. to be under pressure
2. a heavy load to carry
3. to juggle too many balls
4. to have a lot on your plate
5. to lose sleep over something
6. to hit the wall
7. to pull your hair out
8. to push to the limit

Exercise 3

1. to juggle too many balls
2. to lose sleep
3. hit the wall
4. have a lot on my plate
5. a heavy load to carry
6. pushed to the limit
7. to pull my hair out
8. under pressure

Working with Words 2

Exercise 1

- | | |
|----------|-----------|
| 1. False | 6. True |
| 2. True | 7. False |
| 3. True | 8. True |
| 4. False | 9. False |
| 5. True | 10. False |

Exercise 2

1. b. make time for
2. a. save time
3. b. waste time
4. b. fit in time
5. a. make up for lost time
6. c. pressed for time
7. a. run out of time
8. b. save time
9. a. make time for
10. c. make up for lost time

Exercise 3

1. I **waste time** when I browse social media instead of working.
Justification: "Waste time" means not using time effectively, which matches the context of browsing social media instead of working.
2. I **save time** by preparing my meals in advance. Justification: "Save time" means doing things quickly and efficiently; meal prep allows for faster daily routines.
3. I'm **pressed for time**, so I can only talk for a few minutes.
Justification: "Pressed for time" means being in a hurry or short on time, which is conveyed here by the limited time to talk.
4. We are **running out of time** to finish this project. Justification: "Run out of time" means almost no time left, which fits with the urgency to complete the project.
5. I **spend time** doing outdoor activities on the weekends.
Justification: "Spend time" means using time for an activity, which matches engaging in outdoor activities.
6. I'll try to **fit in time** for a workout after work. Justification: "Fit in time" means squeezing an activity into a schedule, as the sentence implies doing this after work.
7. Even with my busy schedule, I **make time for** family.
Justification: "Make time for" means prioritizing time for something, which fits prioritizing family time.
8. After the delay, I need to **make up for lost time** on my work.
Justification: "Make up for lost time" means catching up after a delay, which is what is needed after being behind on work.

Language at work

Exercise 1

1. I'd like to know where you put the files.
2. Do you have any idea why the project is delayed?
3. Do you know who will be leading the next meeting?
4. Would you mind telling me when the deadline for this task is?
5. I was wondering what the main goals of the project are.
6. Could you tell me how much the training will cost?
7. Do you know who signed off on this budget?
8. Do you have any idea what our client's expectations are?
9. Could you tell me where I can find the latest report?
10. I'd like to know what time the presentation starts.

Exercise 2

1. a. Do you know where the nearest bank is?
2. b. I was wondering when the meeting begins.
3. a. Could you tell me how much this costs?
4. c. Do you have any idea what time the train leaves?
5. b. I'd like to know who the presenter is today.
6. b. Can you explain what this process involves?
7. c. Could you tell me why the event was cancelled?
8. a. Do you know how long it will take to finish?

Exercise 3

1. Could you tell me who approved the budget?
2. I was wondering why the deadline was changed.
3. Do you know where we can find the new guidelines?
4. I'd like to know what the target for next quarter's sales is.
5. Would you mind telling me how long the training session will last?
6. Do you know who is in charge of onboarding new employees?
7. Could you tell me when the project review will be held?
8. I'd like to know where we should upload our documents.
9. Do you have any idea what the reason for the delay is?
10. Could you tell me how we access the updated files?

Practically speaking

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Exercise 1

1. b. "Unfortunately, we have to..."
2. j. "I'm sorry to have to say this, but..."
3. k. "Due to [reason], we are unable to..."
4. l. "Despite our best efforts..."
5. f. "I'm very disappointed with the..."
6. n. "We just haven't made enough"
7. a. "I'm not sure that we'll be able to..."
8. o. "I appreciate your understanding as we..."
9. p. "We have to find a new approach to this."
10. c. "I think we should continue to..."
11. d. "I really think it's time to..."
12. e. "But I'm extremely confident that we..."
13. g. "I'm sure that we can..."
14. i. "To be fair, there will be a few"
15. h. "Overall, I think things have gone"
16. i. "Of course, there will be a few..."

Exercise 2

1. "**Unfortunately, we have to** delay the project as we haven't met all the requirements yet."
2. "**I think we should continue to** focus on our current strategy, as it's working well so far."
3. "**I appreciate your understanding as we** work to resolve the delay in delivery."
4. "**Despite our best efforts**, the new feature hasn't been completed on time."
5. "**But I'm extremely confident that we** can overcome these challenges and finish the project."
6. "**We have to find a new approach to this** to meet our goals more effectively."
7. "**Due to resource limitations, we are unable to** fulfil this specific request."
8. "**I'm sure that we can** meet our targets, although there will be a few challenges along the way."

Practically speaking

Exercise 3

Example answer

Subject: Project Delay and Suggested Next Steps

Dear [Manager's Name],

I'm sorry to have to say this, but unfortunately, we have to delay the launch of the new product due to delays with our supplier. Despite our best efforts, we just haven't made enough progress to meet the original timeline.

So far, my team has completed the initial stages of development and is fully prepared to resume work as soon as we receive the necessary components. I appreciate your understanding as we work through these challenges, and I'm very disappointed with the situation as it stands.

Looking ahead, I think we should continue to push forward on areas we can complete without the delayed materials, and we have to find a new approach to mitigate any further delays from the supplier. I really think it's time to explore alternative vendors for future projects to avoid similar issues.

To be fair, there will be a few delays, but I'm extremely confident that we can make up for lost time in the coming weeks. Overall, I think things have gone well with the resources available, and I'm sure that we can still deliver a successful product.

Thank you for your patience and support.

Best regards,

Exercise 1

1. As I was saying, ... **d. Dealing with interruptions**
2. Before you speak, let me just say ... **a. Interrupting**
3. I take your point. **b. Agreeing**
4. Can I come in here? / Could I jump in? **a. Interrupting**
5. Could I (just) say something? **a. Interrupting**
6. We'll come back to you in a moment. **d. Dealing with interruptions**
7. Could I add something? **a. Interrupting**
8. Excuse me for interrupting ... **a. Interrupting**
9. Going back to what I was saying **d. Dealing with interruptions**
10. Hold on a minute. **a. Interrupting**
11. Hold on, please. **d. Dealing with interruptions**
12. I see what you mean. **b. Agreeing**
13. I'm coming to that now / in a moment / shortly. **c. Requesting patience**
14. Do you mind if I say something? **a. Interrupting**
15. If I can just finish **d. Dealing with interruptions**
16. May I just finish? **d. Dealing with interruptions**
17. Please bear with me for a moment. **c. Requesting patience**
18. Sorry to interrupt but ... **a. Interrupting**
19. Sorry, I just have one more thing to say **d. Dealing with interruptions**
20. Could I just comment on that? **a. Interrupting**
21. That's a good point. **b. Agreeing**
22. The point I was making was ... **d. Dealing with interruptions**

Exercise 2

1. "Before you speak, let me just say..."
2. "Please bear with me for a moment."
3. "The point I was making was..."
4. "I take your point."
5. "Could I add something?"
6. "Hold on a minute."
7. "I see what you mean."
8. "Going back to what I was saying..."
9. "Sorry to interrupt, but..."
10. "That's a valid point."

Exercise 3

1. "If I can just finish, I'll explain the full impact of the budget cuts."
2. "I see what you mean, and I think your idea has a lot of potential."
3. "Please bear with me for a moment while I go over these details."
4. "That's a good point; I hadn't considered that perspective."
5. "Could I add something? I think we should also review last quarter's results."
6. "Going back to what I was saying, we need to focus on the project deadlines."
7. "Hold on, please. I'll address that question in a moment."
8. "Sorry to interrupt, but I have a quick suggestion for the timeline."
9. "I take your point, but I think we need to look at the numbers more closely."
10. "The point I was making was about the timeline, not the budget."