

LT English

B1 + Intermediate



Speaking

What would you do in these situations?

- A colleague criticizes your work to your boss.**
- Your roommate paints the apartment a color you hate.**
- A close friend stops calling you.**
- You're in the middle of your work and your phone kept constantly buzzing with messages from your friend.**

Listening

Listen to an interview with Çigdem.

Match each section 1-4 to topics a to d.

a parents and children

3

b dealing with tension

2

c work issues

1

d talk openly

4



Çigdem is from Turkey.
She lives in England with
her husband and two
children and is a health
professional.



Listening

Choose a or b to complete each sentence. Then, listen to check:

1 If a client is unhappy, Çigdem:

- a) talks about the problem with them**
- b) avoids the problem**

2 If her husband's family has a problem:

- a) they try to solve it**
- b) they ignore it**



Listening

Choose a or b to complete each sentence. Then, listen to check:

3 Çigdem's mother:

- a) doesn't get involved in her life
- b) tells her what to do

4 Çigdem says that people in Turkey

- a) tend to say what they think
- b) don't argue in public



Listening

Choose a or b to complete each sentence. Then, listen to check:

1 If a client is unhappy, Çigdem:

- a) talks about the problem with them
- b) avoids the problem



2 If her husband's family has a problem:

- a) they try to solve it
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Listening

Choose a or b to complete each sentence. Then, listen to check:

3 Çigdem's mother:

- a) doesn't get involved in her life
- b) tells her what to do ✓

4 Çigdem says that people in Turkey

- a) tend to say what they think ✓
- b) don't argue in public



Speaking



What differences does Çigdem mention between how people deal with conflict in England and Turkey?

How do people deal with conflict in Brazil? Is it more similar to Turkey or to England? Give examples.

Vocabulary

Who is Çigdem talking about in each sentence?

1 They often don't try to **resolve the conflict**.

2 I would still always **show** him **respect**.

3 People have a lot more **arguments and disagreements**.

4 I wouldn't shout or swear at him, but I would **argue my case**.

5 If someone's done something which **causes tension**, nobody says anything.

6 We still **have** quite angry **rows**.

7 I'll discuss it with them and usually we'll **reach a compromise**.

Vocabulary

Who is Çigdem talking about in each sentence?

1 They often don't try to **resolve the conflict**.

UK families

2 I would still always **show** him **respect**.

her father

3 People have a lot more **arguments and disagreements**.

British people

4 I wouldn't shout or swear at him, but I would **argue my case**.

her father

5 If someone's done something which **causes tension**, nobody says anything.

UK families

6 We still **have** quite angry **rows**.

her mother

7 I'll discuss it with them and usually we'll **reach a compromise**.

client

Vocabulary

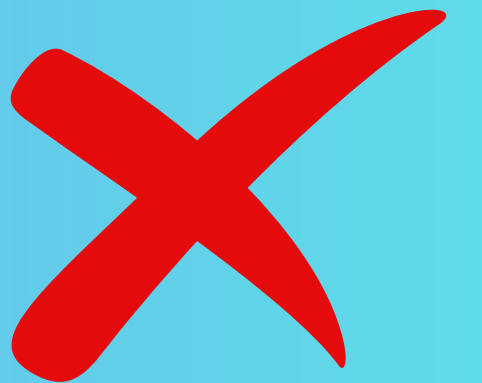
argue
reach
resolve
have
cause
show
arguments

reach a compromise
resolve the conflict
have angry rows
cause tension

show someone respect
arguments and disagreements
argue my case

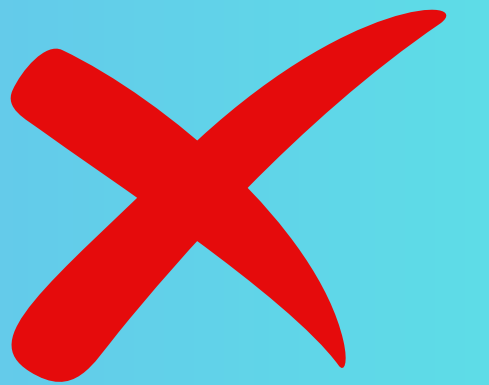
and disagreements
someone respect
a compromise
angry rows
tension
the conflict
my case

**Is it natural to
say 'create
respect'
instead of
'show respect'?**






**Is it natural to
say 'suggest
my case'
instead of
'argue my
case?'**



Exercise

Complete the gaps with the right collocations:

1) It is important to
 when
trying to find a peaceful
solution between two
parties.

arguments and disagreements
show respect
reach a compromise
have angry rows
cause tension
resolve the conflict
argue my case

Exercise

Complete the gaps with the right collocations:

arguments and disagreements

show respect

have angry rows

cause tension

resolve the conflict

argue my case

1) It is important to
reach a compromise when
trying to find a peaceful
solution between two
parties.

Exercise

Complete the gaps with the right collocations:

2) Even when we disagree,
it is crucial to always

arguments and disagreements

show respect

have angry rows

cause tension

resolve the conflict

argue my case

Exercise

Complete the gaps with the right collocations:

2) Even when we disagree,
it is crucial to always
show respect.

arguments and disagreements
have angry rows
cause tension
resolve the conflict
argue my case

Exercise

Complete the gaps with the right collocations:

3) In any relationship, there will **arguments and disagreements**
be **have angry rows**
cause tension
resolve the conflict
argue my case

Exercise

Complete the gaps with the right collocations:

3) In any relationship, there will **have angry rows**
be **cause tension**
arguments and disagreements. **resolve the conflict**
argue my case

Exercise

Complete the gaps with the right collocations:

4) When presenting in court, I
need to
to effectively win.

have angry rows
cause tension
resolve the conflict
argue my case

Exercise

Complete the gaps with the right collocations:

4) When presenting in court, I
need to argue my case
to effectively win.

have angry rows
cause tension
resolve the conflict

Exercise

Complete the gaps with the right collocations:

5) Miscommunication can often
 between
colleagues.

have angry rows
cause tension
resolve the conflict

Exercise

Complete the gaps with the right collocations:

**5) Miscommunication can often
cause tension between
colleagues.**

**have angry rows
resolve the conflict**

Exercise

Complete the gaps with the right collocations:

6) They often
about small things, but they still
care about each other.

have angry rows
resolve the conflict

Exercise

Complete the gaps with the right collocations:

6) They often have angry rows
about small things, but they still
care about each other.

resolve the conflict

Exercise

Complete the gaps with the right collocations:

7) After a long discussion, they
managed to
and move forward.

resolve the conflict

Exercise

Complete the gaps with the right collocations:

7) After a long discussion, they managed to resolve the conflict and move forward.

Speaking

Discuss with your teacher / classmates:

1) What do you do when you're angry with:

• a colleague? • a relative? • a friend? • a child?

2) How do you think conflict should be resolved at work or at home? Give an example from your experience.

3) How do you feel about getting angry in public? Is it acceptable in your country?

4) Is it the same or different in other cultures you know of?

Transcript

1 If I have a client who is unhappy with the treatment I'm proposing, I would probably be quite direct and ask them what the problem is. If someone is behaving oddly, I would probably leave it for a while, but if it carries on, I would ask them very directly what they are unhappy about. And often that resolves it. If there's still an issue, I'll discuss it with them and usually we'll reach a compromise.

2

I find that in particular in England, families are very hush-hush. If someone's done something which causes tension, nobody says anything.

They often don't try to resolve the conflict. They tend to leave it. With my husband, when there is tension with his siblings, I'll say "Can't you just phone them and talk about it and ask them what's wrong? I would to my brother." And he says, "No, no, it'll all be OK if we just leave it." That's not the Turkish way.

Transcript

3 I have disagreements with my father but I would still always show him respect.

I mean, I wouldn't shout or swear at him, but I would argue my case. Even now, benim annem, my mother will still tell me what to do and tell my brother what to do and she still interferes in our lives.

And actually, I listen to her now. We still have quite angry rows though, and my daughter and I will have fiery arguments as well because we are much more Turkish like that.

4 I think in England people do a lot of talking behind the scenes, talking about each other. There's that typical thing that when you ask someone directly about a problem, they're almost embarrassed.

I think we're less inhibited in Turkey because everything is out in the open.

People will deal more openly with each other. People have a lot more arguments and disagreements in Turkey. It's much more fiery. Not just in families either.

There's a lot of arguments in shops, at work and in meetings. Meetings can be very fiery.



Thank you!

Credits:
Coursebook
English Unlimited B1+
Cambridge (2012)