



Task 1

Fill in the blanks with the correct words. The definitions are given to you.

1. You shouldn't be **dismissive** of the negative feedback from customers. (showing that it's not worth considering)
2. I know you were trying to **diffuse** the tension, but it didn't help much. (make it weaker)
3. It might help if you **adjust** to your partner's communication style. (change it to be more suitable)
4. Our company doesn't usually offer a **refund**, but I think we'll make an exception this time. (money that is given back for a product or service)
5. I think being **transparent** about one's expectations is the most effective way. (clear and honest)
6. I can't see what you're trying to **accomplish** by putting blame on others. (achieve something)
7. We are doing our best to find a solution, but the **outcome** is uncertain. (a result or an effect of a situation)



Task 2

Fill in the blanks with the correct prepositions. Put a "X" if no preposition is necessary.

1. It's hard **to** predict the outcome **of** the current situation.
2. Everybody wants to be kept up to date **on** their issue.
3. I really can't stand **X** getting shuffled **from** one consultant **to** another.
4. I think blaming us **for** a product's faults is extremely unfair.
5. It's hard to follow everything when we have to handle **X** so many issues **at** a time.
6. Sometimes it's hard to set **aside** your personal feelings.



Task 3

Choose the correct answer.

1. It'll get easier once you realize that it's a mutually / **mutual** benefit.
2. Adjusting / **Adjusting to** your communication style might have a positive outcome.
3. We won't solve the problem if we don't diffuse our highly **charged** / recharged emotions.
4. Both you and the customer are **valid** / vital in how you feel.
5. It takes time to learn how to resolve / **reset** the expectations of a customer.
6. The biggest challenge is setting your opinions off / **aside**.