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| **L12 - LINGUA E TRADUZIONE INGLESE III** **Modulo B Lingua e Traduzione per L’impresa Internazionale a.a. 2022-2023****LETTORATO Dott.ssa M. Condon/ Dott.ssa R.O’Doherty****marie.condon@unimc.it****rebecca.odoherty@unimc .it****16/2/2023** |

**How to work with people who get under your skin**

1**. Discuss the following quotations from a video you’re going to watch. What do you think they mean? Do you agree or disagree with them? Give reasons for your answers.** 

2. **Discuss the questions.**

• How well do you get on with your colleagues?

• Have you ever experienced a difficult relationship with a colleague? What happened?

3. **Match the phrases in the following sentences to their definitions.**

 a) His constant complaining really gets under my skin

b) When you have a problem with someone at work, you have to be able to cross the divide.

c) It’s important to develop coping mechanisms for stress and anxiety.

 d) Everyone’s got too much work to do! We’re all in the same boat.

 e) A manager must know how to build rapport with their team.

1) find ways to manage painful or difficult situations

2) establish a relationship and build understanding with someone whose views are different to yours

3) develop trust, liking and friendship with someone

4) irritate or upset someone

5) be in the same or a similar situation

 4. **Replace the words and phrases in the sentences below with the correct form of the phrasal verbs in the box.**

a) She keeps postponing important phone calls.

 b) I think he’s just shy, but he can emit/produce a snobbish vibe.

c) My colleagues keep excluding me from discussions.

d) My boss never praises my work but he’s always quick to draw attention to my mistakes.

5**. Discuss and agree or disagree with the following statements.**

Circle the number which is true for you (1 = absolutely agree, 5 = absolutely disagree).

Compare and give reasons for your answers with a partner.

• I tend to put off difficult tasks and conversations. 1 2 3 4 5

• I don’t mind if a colleague points out my mistakes. 1 2 3 4 5

• I have good coping mechanisms for stressful situations. 1 2 3 4 5

• Sometimes I give the wrong impression to other people. 1 2 3 4 5

6. **You’re going to watch a video giving advice about relationships at work. Predict the following:**

• What kinds of behaviours can cause problems between people at work? • Tips for resolving problem relationships at work.

7**. Watch the video [https://youtu.be/F1F-7cDOX2I] and find out whether any of your ideas from ex. 6 are mentioned.**

8. **Watch the video again and complete the following sentences**.

TIP ONE: FACE THE PROBLEM

a) Most of the time, we find that people want to …………………………… with the other person, because they dislike them.

b) …a difficult, but open and honest conversation, with the person you dislike can bring a …………………………… .

TIP TWO: CHECK YOUR NARRATIVE

c) Think about what you …………………………… .

d) …nobody is getting the benefit of their different …………………………… .

TIP THREE: GET THEIR PERSPECTIVE

e) Ask questions and seek to understand the …………………………… .

f) If you show that you’re open to listening to the other person and genuinely want to understand where they’re coming from, you’ll have a much more …………………………… .

9. **Discuss the following questions. Give reasons for your answers.**

• What kinds of bad habits at work really get under your skin?

• How do good managers build rapport with their team?

 • Have you or any of your colleagues ever been frozen out at work?

• Can you give an example of when you crossed the divide with someone at work?

10.**Watch the final part of the video again (from 03:31) and correct the following statements.**

Remember…

a) It’s probably personal.

b) You don’t have to learn to like the person that you’re in conflict with, you just have to tolerate them.

c) Be willing to stick to your assumptions and then learn from that.

d) Offer your own ideas and approaches.

e) Be yourself. Be open, be honest about your own faults and weaknesses.

11**.Discuss the statements in ex. 10. Do you agree or disagree? Give reasons for your answers.**

 12.**Role play! Work with a partner. You are going to have an open and honest conversation about some issues you are having with your colleague. Read your card and talk with your partner. Try to use some of the strategies and vocabulary you have learned. Can you resolve the issue?**

**ROLE PLAY 1**

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| Student A | Student B |
| You have worked in your current job for 15 years. You have a new, younger colleague who is really getting under your skin. He/She puts all of their phone calls on speaker, spends time on social media, joins in conversations without being invited, asks too many questions, and discusses personal issues at work. You’ve had enough and want to talk about the problem. | You have recently started a new job. The office is an open working space, and you share a desk with an older colleague. It is becoming clear that this colleague does not like you and they have started freezing you out. You don’t know why! You are open, friendly, and relaxed. Your last workplace had a very laid-back atmosphere. This colleague is very experienced, so you have been trying to learn from them. You do spend some time on social media and chatting to friends, but that’s because you tend to finish your work quickly. |

**ROLE PLAY 2**

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| Student A | Student B |
| You prepare your own healthy lunch for work every day. There are no convenient places nearby for you to buy something to eat. Last week your lunch went missing twice. You suspect one of your colleagues. Also, this person has no respect for the communal kitchen area. They always put off washing their dishes until the next day, which means that you usually do it. You want to talk to them about these issues | You’ve just started a new job. There is no cafeteria and no restaurants or shops nearby. Fortunately, there are often free snacks in the staff kitchen. You have helped yourself to some of these recently. It’s also very convenient that one of your colleagues takes on all the responsibility for cleaning the kitchen. They always make a point of doing this so must get paid extra. Your colleague wants to talk to you. |

**DISCUSS: What is an interpreter’s role in a difficult conversation? What tools can you use to help smooth over any bad feeling between sides during negotiations or business dealings?**