



Name: _____

Date: _____

MODULE 4 – WORKSHEET 1

Please fill in the worksheet to explain how you would manage the situation **STEP BY STEP**.



1. Identify in the dialogue “the mistakes” that were made and by whom.

2. Try to change the mistakes in the dialogue and find other solutions to avoid misunderstanding.

Try to emphasise the “way of communication”, the intonation of the words, and how you say something without being sure about it (e.g., I think that... I'm not sure if that's what happened but..., I believe that ..., It might be important to mention sth I've heard...)

3. In each solution you should evaluate the pros and cons.

1. Phrases in the dialogue that are “mistakes” in this situation / block the communication between the two friends. Who said each? Identify the top 3 mistakes.

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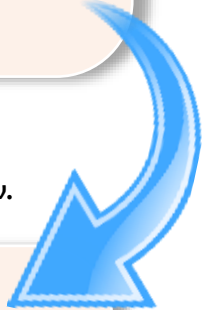
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2. Suggest changes and REWRITE the 3 top mistakes you found out in a correct way by your point of view.



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MODULE 4 – WORKSHEET 1

3. In each of the 3 new phrases try to identify the pros (+) and cons (-).

1st

Pros (+)

Cons (-)

A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the pros of the first phrase.A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the cons of the first phrase.2nd

Pros (+)

Cons (-)

A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the pros of the second phrase.A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the cons of the second phrase.3rd

Pros (+)

Cons (-)

A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the pros of the third phrase.A large, empty, light-orange oval shape with a subtle drop shadow, intended for writing the cons of the third phrase.