



## 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** in order to avoid the misunderstanding.

Try to emphasise on the “way of communication” , the tonation of the words, how you say something without being sure about it (eg. 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 / blocked the communication between the two friends. Who said each? Identify the top 3 mistakes.

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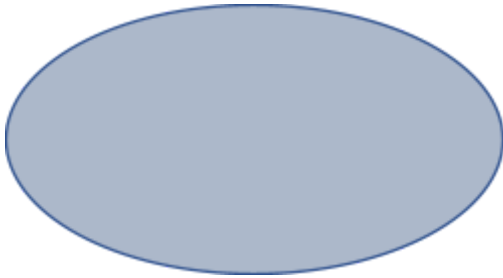
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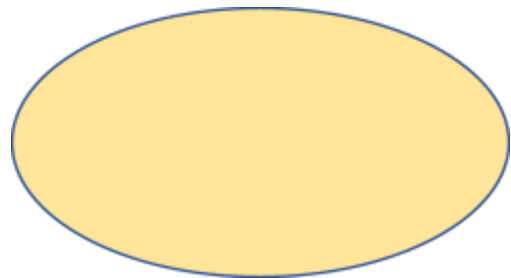
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3. In each of the 3 new phrases try to identify the pros (+) and cons (-).

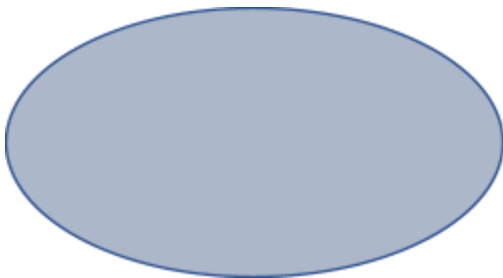
**1<sup>st</sup> PROS (+)**



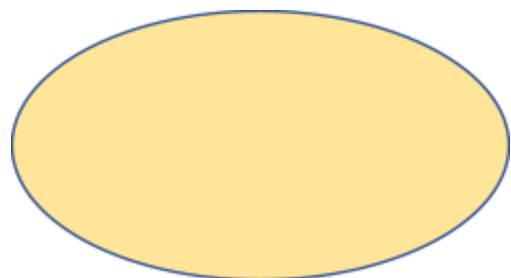
**CONS(-)**



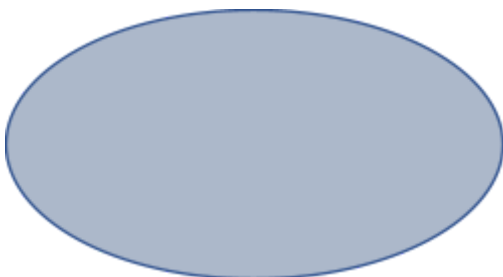
**2<sup>nd</sup> PROS (+)**



**CONS(-)**



**3<sup>rd</sup> PROS (+)**



**CONS(-)**

