



Lesson 04: Dealing with conflicts

Warm-up Questions:

Do you think you are a confrontational person?
Have you ever had a conflict with a co-worker?
What's the best way to confront someone about a problem?
How do you release your stress?

Vocabulary:

Have a chip on his shoulder
Agree to disagree
Two-faced

Add fuel to the fire
On the warpath
Stab someone in the back

Bad blood
Dirty look
Stubborn

Expressions(apologizing):

I am sorry for...
I am sorry if...
It's my fault.
I take full responsibility for...

I apologize for...
I didn't mean to...
I wasn't trying to...
Please accept my apologies for...

My bad.
My mistake.
My fault.

Expressions(finding a solution):

I think you'd better apologize first.
I think you'd better speak to your boss.

You **should** try to finish on time.
You **should** try speaking to him.

Why don't we start over?

Why don't we ask for a new proposal?

If you speak to him, he **will** probably explain the situation.
If you don't confront him, the situation **will** only get worse.

Common problems in the workplace/personal life:

- 1.
- 2.
- 3.
- 4.
- 5.

Discussion Questions:

Are people too apologetic these days? How do you feel about people who always apologize?

Are you a forgiving person or do you hold a grudge?

When do apologies make you feel awkward? Give an example.

How do you feel when someone doesn't apologize or show zero remorse for their mistakes?