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onTopic Compact

A2 to B1

HOW TO

DEVELOP RESILIENCE

- 1 **BEFORE YOU WATCH** Read the definition of *resilience*. Then read the two posts below about people having a difficult day. Who is more resilient on the day?

resilience: the ability to deal with difficult situations



NOAHROX

posted at 4.15 p.m.

What a day! I thought it was going to be a great day when I woke up this morning. The sun was shining and I was feeling great. But then I missed the bus and got to school late, and my teacher was angry with me. In my maths class I'd forgotten that there was a test today! I'm sure I won't get a good mark. And I've got a lot of homework to do for tomorrow morning. What a nightmare!

3 likes

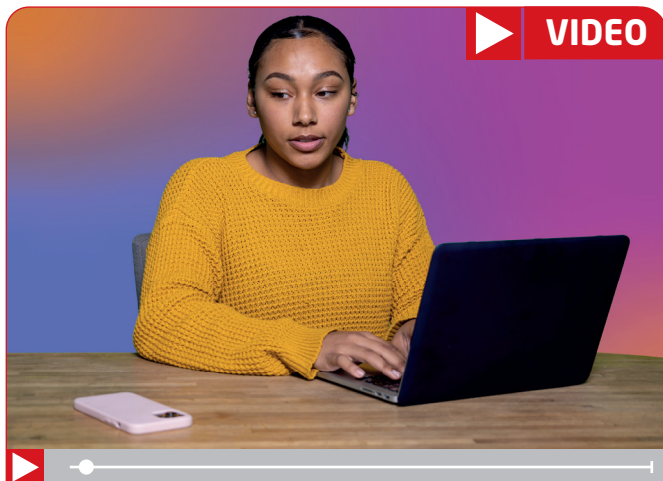


MARY14

posted at 5.24 p.m.

It's been a hard day, but I'm feeling good about it. So, what happened to me? I missed the bus, but I walked to the next stop and caught it there! At school we had a maths test, but my classmates and I studied together yesterday, so I wasn't stressed. I've got a lot of homework to do for tomorrow morning, but I'm going to go to bed early so that I feel good tomorrow! Then I'll get up early and do some work tomorrow morning. It's so important to find ways to continue when things are difficult!

7 likes



VIDEO

- 2 **▶ WHILE YOU WATCH** Watch. What are the six important points of resilience? Tick (✓) the tips the speaker mentions.

- 1 Let your friends help you.
- 2 Concentrate on your objectives.
- 3 Don't allow things to change.
- 4 Discuss difficulties.
- 5 Think about problems differently.
- 6 Don't tell anyone about problems.
- 7 Accept that things don't stay the same.
- 8 Look after yourself.

- 3 **▶ Watch again. Number the tips in the order you hear them (1–6).**

- a Talk about your problems.
- b Develop a social network.
- c Practise self-care.
- d Focus on your goals.
- e Rethink problems.
- f Accept change.

- 4 **▶ Watch again. Are the sentences True (T) or False (F)?**

- 1 Thinking about your objectives stops you getting distracted. T / F
- 2 If you talk about a problem, you can find solutions more easily. T / F
- 3 Change is always negative. T / F
- 4 Oscar can't go to the party because the school trip date has changed. T / F
- 5 You should finish all your work before you go to bed. T / F

- 5 **AFTER YOU WATCH** Match the tips in exercise 3 (a–f) to these comments from students (1–6).

- 1 'I have to remember why I'm doing all this training! The marathon is in two weeks!'
- 2 'I'd like to discuss this with someone. I can't do it alone.'
- 3 'I feel really tired, so I think I'll go to bed.'
- 4 'I can't find my books for school. I'll call Jane or Matt and ask if there is any homework.'
- 5 'All this homework is annoying! But it's also true that it'll help me get a good mark in the exam.'
- 6 'They've changed the concert date! Well, now I've got more time to save money for the tickets.'

- 6 **TIPS IN ACTION** You've got a problem. Which tips on resilience can you use? Choose a scenario and make notes. Then work in pairs and compare your notes.

- 1 You've done the wrong homework for maths today.
- 2 You've hurt your leg and now you can't play in the football match.
- 3 You've got exams at the end of the year and you're worried you'll fail them.

▶ World of work 6 page 380

HOW
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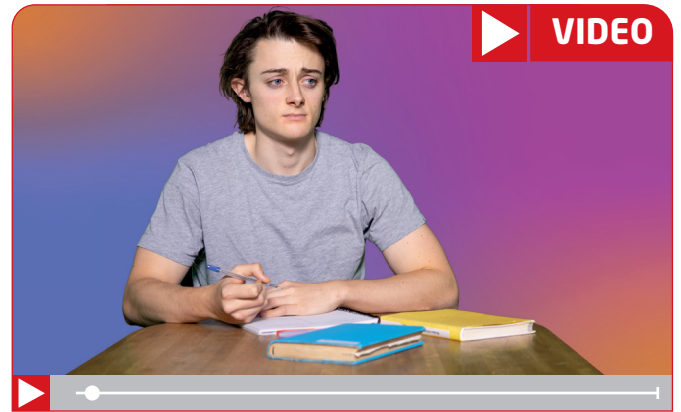
PROBLEM-SOLVE

- 1 BEFORE YOU WATCH** We've got problems to solve every day. What are the best ways of solving problems? Tick (✓) the advice you agree with. Cross (X) the advice you disagree with.
- 1 Ask for help. You can't do everything alone.
 - 2 Ignore the problem. It'll go away on its own.
 - 3 Get someone else to solve the problem for you.
 - 4 Review all the options. You need to have alternatives.
 - 5 If a solution doesn't work, try harder.
 - 6 Use one idea only or you'll get confused.
- 2 WHILE YOU WATCH** Dan has a problem to solve and Holly is helping him. She tells him and the group about the six-step cycle for problem-solving. Watch and put the steps in the correct order (1-6).
- a Decide on the best alternative.
 - b Assess the result.
 - c State the problem.
 - d Consider all the options.
 - e Apply your idea.
 - f Think of ideas.
- 3 Watch again.** Match the sentence halves. There are two sentence endings that you do not need to use.

How to apply the six-step cycle to problem-solving

- 1 Identify the problem: you need to understand
- 2 Generate possible solutions: you mustn't
- 3 Next, evaluate the alternatives: think about
- 4 Then decide on a solution: consider
- 5 After that, implement the solution: you
- 6 In the last part of the cycle, evaluate the outcome:

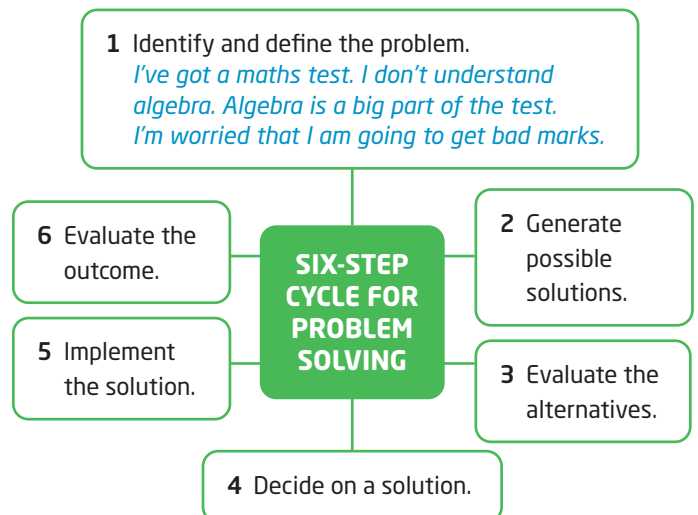
- a the positives and negatives of the ideas.
- b how many solutions you can think of.
- c what the exact situation is.
- d see if the solution has worked, and why / why not.
- e how well the solution has worked.
- f need to see if it is effective.
- g eliminate any ideas at this point in the process.
- h which idea is best, considering the situation.



- 4 AFTER YOU WATCH TIPS IN ACTION** Work in pairs to problem-solve. Choose one of these situations and read the ideas below.
- 1 You've got an exam in a few weeks and you don't feel prepared.
 - 2 You've had an argument with a family member and you don't know what to do.
 - 3 You want to buy a laptop or a mobile phone, but you haven't got enough money.

- ▶ Prepare a revision timetable.
- ▶ Make a list of all the topics you have to study.
- ▶ Look through your notes from the class.
- ▶ Try and talk to the person.
- ▶ Apologise to the person.
- ▶ Try and save some pocket money.
- ▶ Do some paid chores at home.
- ▶ Try and get a part-time job.

- 5 Complete each part of the map as you use the six-step cycle for problem-solving.**



- 6 Tell the class about the problem you chose and your solutions. Did anyone have the same ideas as you?**

EFFECTIVE COMMUNICATION

Reading

- BEFORE YOU READ** Match the situations (1–4) to the photos (A–D).

1 <input type="checkbox"/> a presentation	3 <input type="checkbox"/> a job interview
2 <input type="checkbox"/> chatting at work	4 <input type="checkbox"/> a planning meeting
- Discuss the questions about the photos in pairs.
 - Why is communication important in these situations?
 - What can happen if people don't communicate properly?
- Share your ideas from exercise 2 with the class. Who agrees with you?
- 353** Read and listen to the article. Check your answers to exercise 2.



DO YOU HAVE TIME FOR A CHAT?

If your answer to this question is 'no', you're not the only one! When people are working, they sometimes think they are too busy to talk. But the world of work is one of the most important places to have clear and effective communication. As Steve Jobs said, 'You can have the greatest idea in the world, but if you can't communicate your ideas, it doesn't matter.' So how can we improve our communication? Read more to find out!

COMMUNICATE FACE-TO-FACE WHEN YOU CAN.

Yes, we know that email and instant messaging are two of the greatest communication **tools**. But how many times have you sent a message that confuses someone? Do you want to avoid all this? Make a phone call, organise an online meeting or just walk over to your partner's desk!

DON'T JUST HEAR. LISTEN.

People say that we don't really listen to understand; we listen to reply. As you can imagine, this is not effective communication. We need to understand what someone is saying so that we can work better together. So next time you are in class, imagine there will be a 'test' when the person finishes speaking! This will help you focus and understand.

GLOSSARY

tool = *strumento* feedback = *feedback, commento*

ASK QUESTIONS.

How do you feel about asking questions? Many people worry about asking the wrong ones. But asking questions shows you are listening and that you want to understand what the other person is saying. This is especially important in a job interview. Why? Well, you need to show the people that you are focusing on them.

COMBINE VERBAL AND NON-VERBAL COMMUNICATION.

If you are telling someone you agree, but your arms are crossed, you are sending a mixed message. Pay attention to your eye contact and the way you stand and sit. You need to make sure that you are looking at the people in the room, especially when you are giving a presentation. This way they will know that you are really speaking to them! Never forget that up to 93% of all communication is non-verbal.

OFFER POSITIVE FEEDBACK.

People aren't robots! Has someone done some good work recently? Tell them! We all need to know that we are doing a good job sometimes. Giving people positive **feedback** also helps people see you as a positive and friendly person, so people feel that they can trust you.

5 COMPREHENSION **INVALSI** Read the article again and match the sentence halves.

- 1 Even if you have a lot of work,
 - 2 It's often better to talk to people
 - 3 When you are listening, it's a good idea to
 - 4 When we ask questions,
 - 5 Ask questions in a job interview
 - 6 It's important to think about
 - 7 Most communication
 - 8 Saying good things to people at work
- a we show that we are trying to understand.
 - b is not done by speaking.
 - c your body language at work.
 - d has benefits for everyone.
 - e than to send an email.
 - f tell yourself that there will be an exam.
 - g it's very important to talk to people.
 - h to show that you are listening.

Speaking

6 Work in pairs. Read the definition. Then look at the photos below. Which one do you think represents mediation?

mediation: an attempt to end a disagreement between two or more people, groups, etc., and to find things everyone can agree on



7 Discuss the questions in pairs.

- 1 Do you ever need to do any mediation?
- 2 Have you ever needed mediation yourself?

Listening

8 Read the sentences about mediation. Do you think they are True (T) or False (F)?

- 1 Mediation is about telling people that they are right or wrong. T / F
- 2 It's a good idea to make a decision before listening to anyone when you are mediating. T / F
- 3 You should try to make a space for both sides to talk about the problem. T / F
- 4 Both sides should be able to talk freely at the beginning of mediation. T / F
- 5 The facts are not as important as people's emotions during mediation. T / F
- 6 It's possible for anyone to be a mediator. T / F

9 **354** Listen to an interview about mediation and check your answers to exercise 8.

10 **354** Listen again and answer the questions.

- 1 When does Amy say people need mediation?
- 2 How did the employee feel about what the manager said about the report?
- 3 What was the first thing that Amy did?
- 4 What can people do in the communication stage?
- 5 How do mediators remove emotion from the situation?
- 6 What happened at the end of Amy's mediation?

Writing

11 Your English friend Tomas is stressed with his project group at school. They argue all the time. Write an email to him in about 120 words. In your email:

- say that you understand his situation.
- tell him about your effective communication tips.
- give him some advice about mediation techniques.

