

### *Resolving difficulties*

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#### Useful Phrases

**I'll come straight to the point**

**I wasn't particularly happy with...**

**Frankly...**

**Well...**

**I've seen very little change**

**I'm afraid that...**

**Despite what you say...**

**I don't want to jump to any conclusions**

#### Transcript

Sean: Michelle, can I have a word please, in my office? Now then. I won't take long about this, **I'll come straight to the point**. We had a chat...

Michelle: Yeah.

Sean: At that point, **I wasn't particularly happy with** the way that you were behaving in the office, the way that you were being uncooperative, a little bit surly with people. And since then, **frankly, I've seen very little change**.

Michelle: Well, I mean, I think I've made an effort, trying to be helpful like I normally am with people, and I feel that I'm still doing my job - not that the job's very interesting. I think it's become less interesting since Sarah got the promotion. I think she's getting some more of the interesting work.

Sean: Okay, **well I'm afraid that, despite what you say**, it hasn't come across. **I don't want to jump to any conclusions**, but you have taken quite a bit of time off ... and ...

Michelle: Yeah, but you're allowed to take leave, aren't you?

Sean: You are allowed to take leave. Hopefully you come back from leave refreshed and you leave your problems at home.