

afaq

StartUp 5

Listening

Unit10 – Lesson3

Page119


Have your Ss look at the picture. Convey the meaning and try to elicit the word. Then practice the pronunciation chorally and individually.

Teach the form of the word. Then ask some concept checking questions.



DEFENSIVE

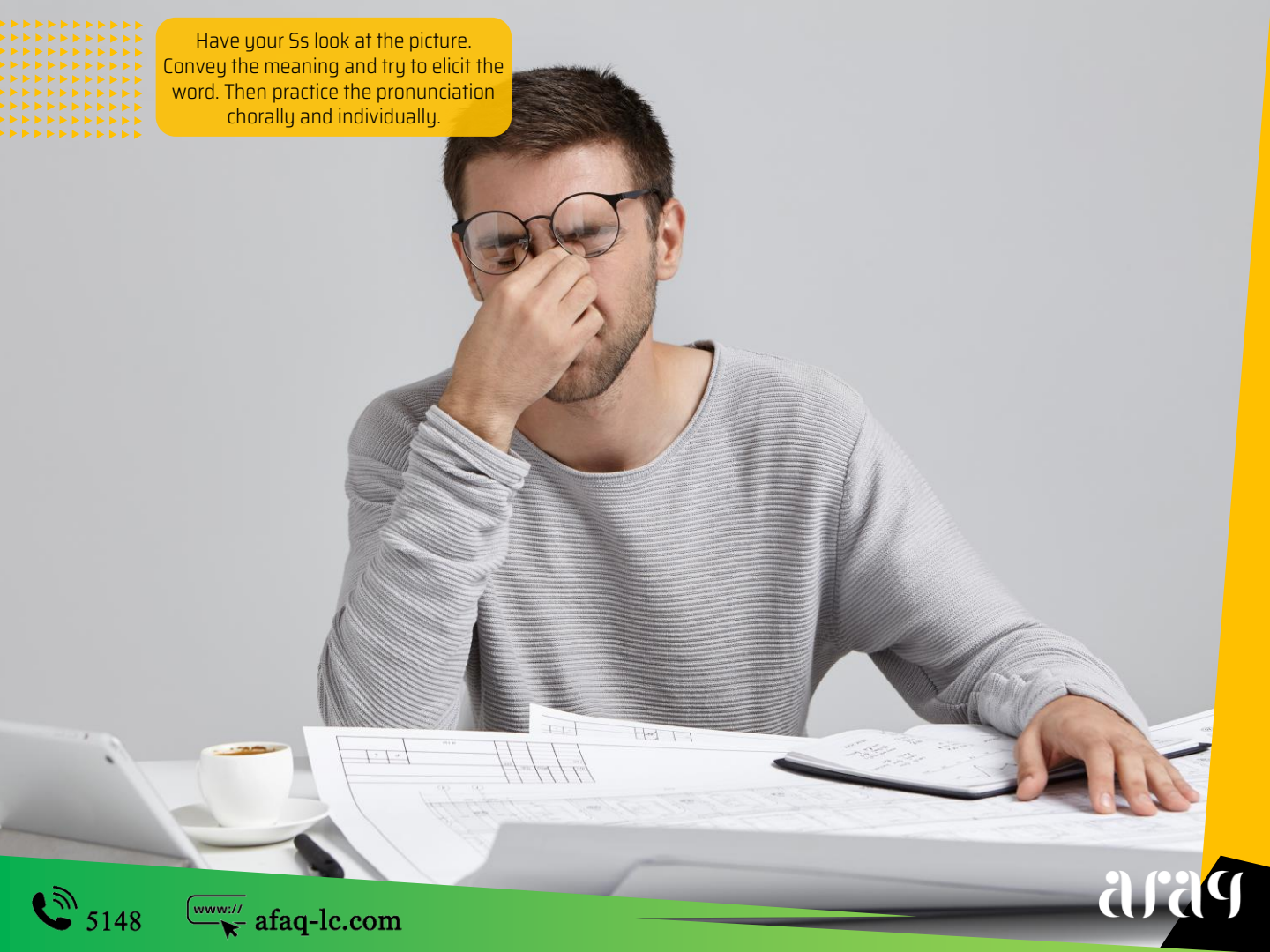
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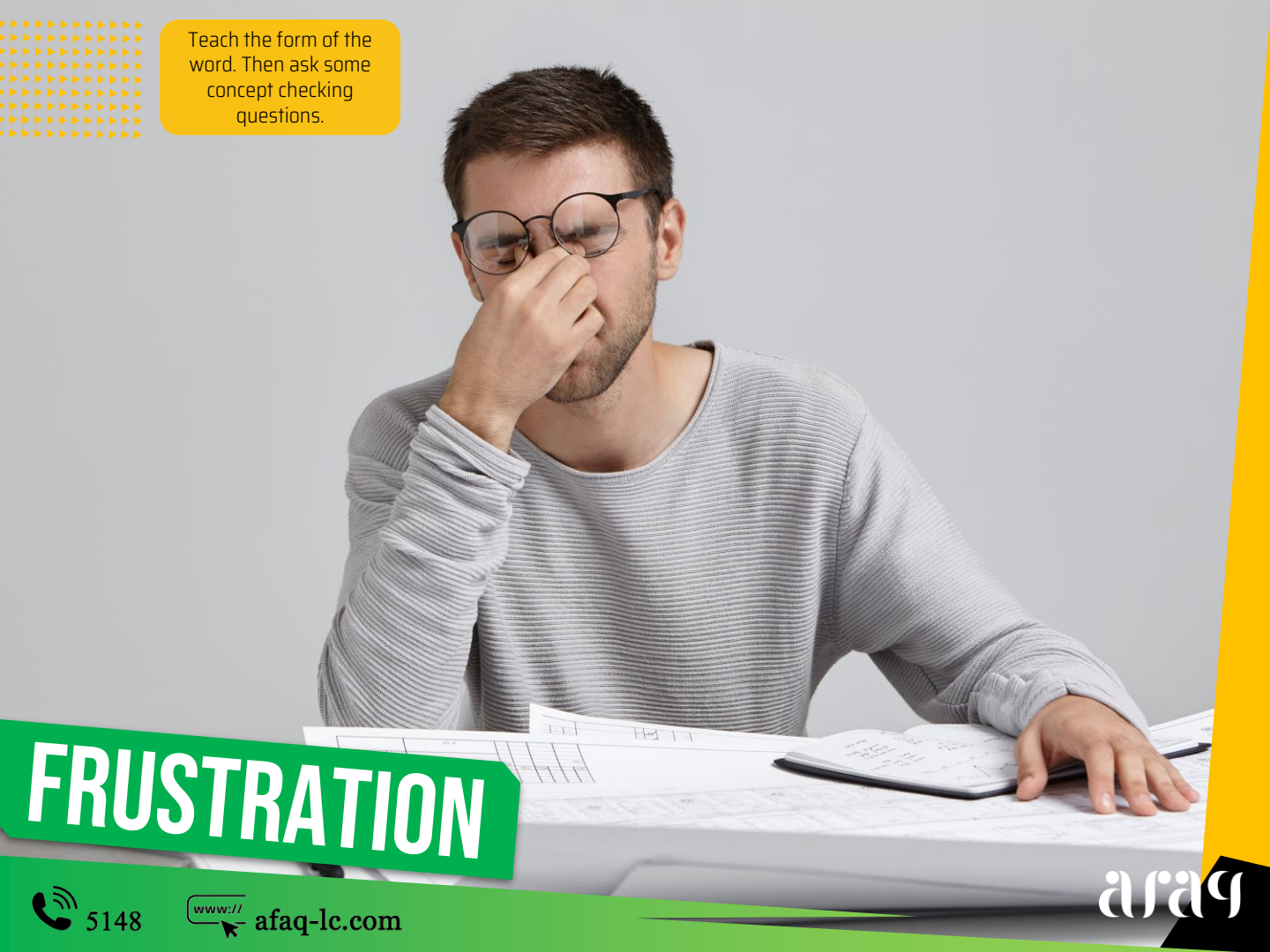
Teach the form of the word. Then ask some concept checking questions.



SURVEY


Have your Ss look at the picture. Convey the meaning and try to elicit the word. Then practice the pronunciation chorally and individually.

Teach the form of the word. Then ask some concept checking questions.



FRUSTRATION

Familiarize the students with the listening part. Play the video once to do the task.



WHAT IS THE PURPOSE OF THE TALK?

a. to help you teach difficult people how to change their behavior

b. to give you ideas for controlling your reactions to difficult people

c. to explain why difficult people behave the way they do

B ▶10-16 Read the Listening Skill. Listen or watch again. Complete the sentences with words that signal importance.

1. It's not the easiest advice to follow, but it might help lower your stress. _____, stay calm.
2. It is _____ important not to argue with unreasonable people.

LISTENING SKILL

Listen for words that signal importance

Speakers often use expressions like these to show that something is important:

most importantly *particularly* *especially*

Listen for these expressions to understand what the speaker thinks is important.

Play the audio and have your Ss do the task. Check the answers in class.



C ▶10-17 Listen or watch again. Complete the sentences with the words in the box.

respectful	stress	demand
listen to	take care of	understand

1. Difficult people are a major source of _____ in the workplace.
2. It's important to really _____ difficult people, and be _____.
3. Don't say that you _____ .
4. Don't _____ that the person change his or her behavior.
5. After you have dealt with a difficult person, you need to _____ your own stress.

Adriana Lopez | TSW Global Speaker Program
Unit 10: When people are the problem

Have Ss identify the correct meaning. Go over the answer as a class.



D VOCABULARY EXPANSION Read the sentences from the talk. What do the underlined expressions mean?

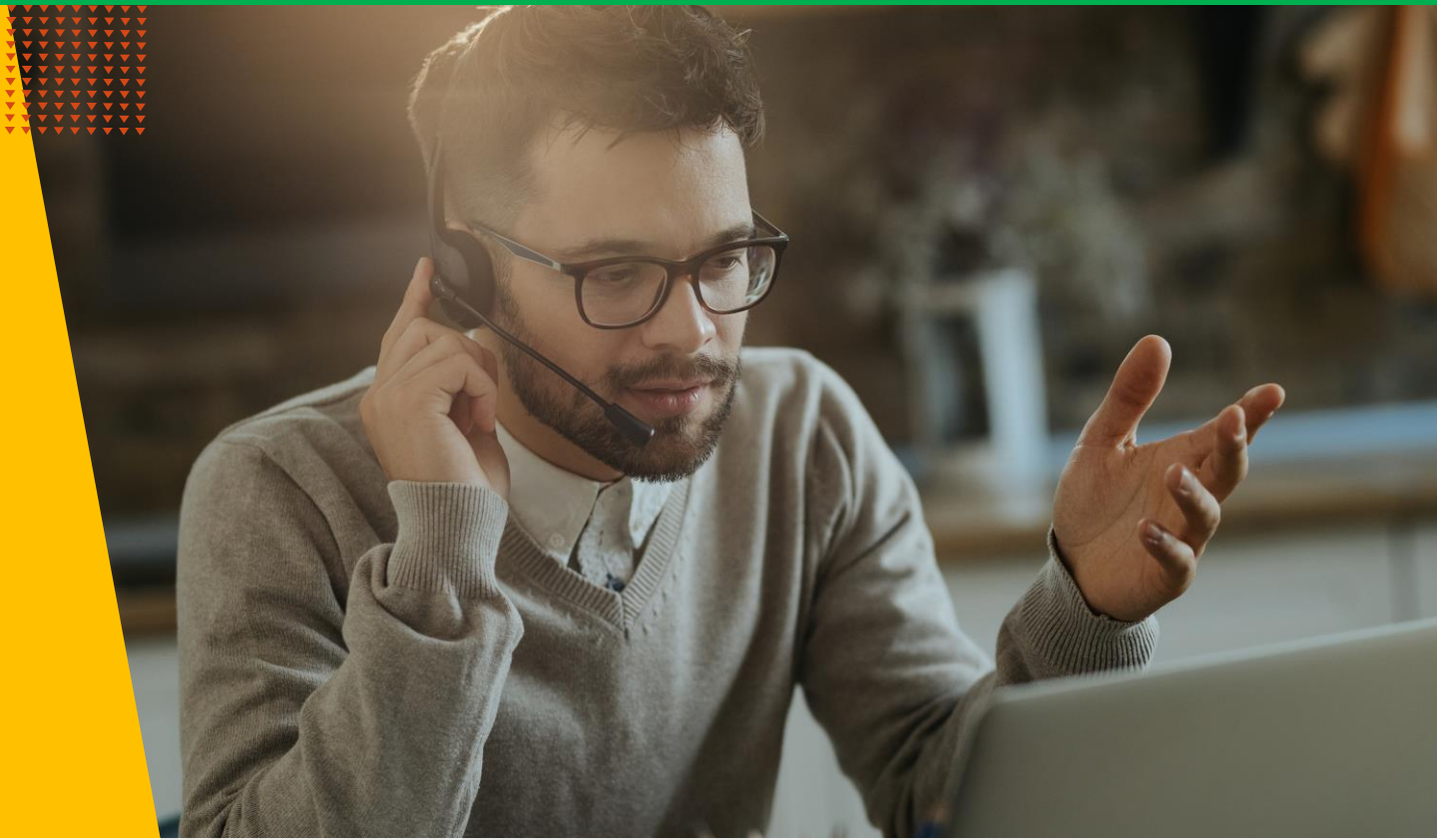
1. If you haven't done anything wrong, don't be afraid to <u>stand up for yourself</u> and say, "Please don't talk to me like that."
2. Smiling too much can <u>backfire</u>. The person may feel that you're laughing at them.
3. If you got through an encounter with a difficult person and didn't <u>lose your cool</u>, you also need to congratulate yourself. Keeping calm isn't always easy.

Give a couple of minutes to your Ss to think about the topic they intend to share. Provide adequate samples.

A THINK about a time you dealt with a difficult person. What was the problem? What did they do? What did you do? Make notes.



Have your Ss share what they have prepared in their breakout rooms. Monitor the groups and prepare your FEEDBACK.



B DISCUSS Share your experiences in a small group. What did people do that made the situations better? What made them worse? Would anyone do anything differently?

I tried to argue with him, and he just got more and more upset.
I listened to her story, and the calmer I was, the calmer she got, too.

ANALYZE Share with the class. Would the advice in the talk have helped in the situations you discussed in your groups? Why or why not?



When People are the Problem

You can't escape them. They're with you at work, on the bus and the train, and maybe even in your own family. They make you angry and confused. And they're making your life more and more stressful. In fact, in workplace surveys, they are a major cause of stress. I'm talking, of course, about difficult people—the ones who always disagree, always complain, and are always angry. You can't avoid difficult people, but you can control how you react to them. Today I'm going to share advice about dealing with these people. It's not the easiest advice to follow, but it might help lower your stress. Most importantly, stay calm. Take deep breaths and try not to get angry or defensive. Listen carefully to what people have to say, and do your best to understand how they feel and what's bothering them. You don't know what's happening in their lives or what's in their minds, so be understanding and respectful. If people really feel that you're listening to them, they might be willing to listen to you. And if the person is angry because you've done something wrong, say, "I'm sorry" or, "I'm going to try to fix this." If you haven't done anything wrong, though, don't be afraid to stand up for yourself and say, "Please don't talk to me like that." Be careful about how you express sympathy. It may seem like a good idea to say, "I understand," but often it's not. Sometimes people just want to express anger or frustration. You mean to sound comforting, but when you say, "I understand" too quickly, they may think you just don't want to take the time to really listen to how they feel. Instead, ask them to tell you more about what's bothering them. Similarly, while humor can sometimes help people to feel better, be careful about smiling or joking when someone is very upset. Smiling too much can backfire if people feel that you're laughing at them. Another thing that you shouldn't do–no matter how much you want to–is demand that people change their behavior. They probably won't, and they may feel the request is disrespectful. And it's particularly important not to argue with unreasonable people; they're not going to listen to reason anyway, right? An argument is only going to make you angry, and that is the last thing you want. The more emotional you get, the more unreasonable other people will be. Finally, when you've finished dealing with difficult people, take care of your own stress. Get some exercise. Spend some time in nature. If you got through an encounter with a difficult person and didn't lose your cool, you need to congratulate yourself. Keeping calm isn't always easy; you should feel good about it! Difficult people will always be in your life–there's just no way to get away from them. But interacting with them thoughtfully can remove a lot of stress from your day.

READ THE SCRIPT AND UNDERLINE ANY NEW WORDS YOU DO NOT KNOW.

When People are the Problem

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AS HOMEWORK USE A DICTIONARY TO LOOK UP THE WORDS AND LEARN THEM.

Homework

Provide the Ss with the audio link of the Listening. Highlight the page number of the script. Familiarize them with the concept of shadowing if necessary. Assign them to perform shadowing to the conversation.



Listen to the Listening using the link.

Perform shadowing by practicing the rhythm, intonation, and pace of the speakers.