
Unit 12 Listening to problems

Conversations

1

a 1 b 3 c 2

2

- 1 doesn't enjoy her job; look for another job
- 2 time management; go on a time management course
- 3 Julie's mum worrying about Julie going to college; visit Aunt Sue

3

suggestions

- Why don't you ... ?* 1
You need to 1
You should 1
If I were you, I'd 1
We need to 2
You should 2
You should 3
Why don't you ... ? 3

responses

- That sounds great. 1
Thanks for listening to me. 1
That sounds like a great idea! 2
I really appreciate your help. 2
That's a good plan. 3

Saying it accurately

1

- | | |
|----------|---------|
| 1 should | 3 were |
| 2 need | 4 don't |

2

- 1 I really appreciate your help.
- 2 It's a complicated situation.
- 3 That sounds like a great idea.
- 4 I don't know what to do.
- 5 I feel really confused.
- 6 Thanks for listening to me.
- 7 I'm struggling with my course.

3

1, 3, 6

Saying it clearly

1

- 1 It's difficult.
- 2 I'm struggling.
- 3 I'd buy a newspaper.

4 That's not fair.

5 What's up?

6 Why don't you call her? (negative contraction)

Saying it appropriately

1

To help them feel better

Get speaking

1

(Answers will vary. Suggested answers only)

1

- Oh dear. Why don't you talk to another teacher and ask for help?
- OK, OK, calm down. If I were you, I'd speak to another teacher first. Then we can talk to mum and dad together.

2

- Everything's fine, Mum. I've got everything.
 - Don't worry, Mum. You don't; need to worry. I'll call you when I get there.
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