

## 06 CONFLICT AND RESOLUTION

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### WATCH

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**A Watch the video. Decide if these sentences are true (T) or false (F).**

Conversation 1

- 1 Daniel is happy Nicci slept through the noise.
- 2 The house is untidy.
- 3 It's the first time they've talked about the issue.
- 4 Daniel accepts that he's to blame.


Conversation 2

- 5 Daniel threatens to sack Nicci because of her lateness.
- 6 Their company's marketing strategy has been undermined by a rival.
- 7 Daniel and Nicci had previously been friends.
- 8 Nicci finally admits to spying.


**B Compare your ideas with a partner.**

**C Look at the video script. What are the missing words?**

**D Watch again and check your answers.**

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### PRACTISE PRONUNCIATION

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**A Practise the conversations in pairs.**

**B Which words or phrases are difficult for you? Tell a partner.**

**C Watch again and listen to the words / phrases that are difficult to say.**

Ask your teacher to stop the video.

Repeat the word(s) / phrases.

**D In pairs, practise reading the dialogue again.**

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### KARAOKE

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Watch the karaoke version and look at the video script. Act out the karaoke lines in *italics*.

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**VIDEO SCRIPT**


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**Conversation 1**

- Nicci            So, are you ready, then?
- Daniel          Yeah, I think so.
- Nicci            Then let battle begin! So ... good morning. How are you?
- Daniel          Not too great, actually. I've <sup>1</sup> \_\_\_\_\_.
- Nicci            *Oh no! Sorry to hear that. How come? Worried about your exams?*
- Daniel          No, it's not that. Well, maybe partly that, yeah, but I couldn't sleep because of the noise! You must've heard it.
- Nicci            Yeah, a little bit, I suppose.
- Daniel          A little bit! You <sup>2</sup> \_\_\_\_\_. Honestly!  
*Someone was playing really loud music until about two o'clock ... and talking and laughing and everything! It wasn't you, was it?*
- Nicci            No, it wasn't. I was sleeping. I've got a lecture this morning, so ...
- Daniel          <sup>3</sup> \_\_\_\_\_ could sleep! That's nice for you.
- Nicci            *Listen, you really need to calm down. It's not nice when you start doing all this screaming and shouting. You need to relax. It's not good for your heart.*
- Daniel          So everything is my fault! Unbelievable! You all make noise and make a mess and leave this place looking awful and don't care about me, and then blame me for being tired. <sup>4</sup> \_\_\_\_\_. Really!
- Nicci            *I wish you wouldn't <sup>5</sup> \_\_\_\_\_ this stuff over and over again. If you want my honest opinion, I think the real problem here is you. You're the only one who gets annoyed by the noise and the mess. The rest of us actually enjoy living here. And if you're really so unhappy, I'd strongly recommend looking for somewhere else!*
- <sup>6</sup> \_\_\_\_\_ or lighten up and learn to relax and enjoy yourself.
- Daniel          *Fine, if that's how you feel, then maybe I'll find myself a better place – and leave you pigs to this disgusting hole!*
- Nicci            OK. Bye! Good luck!

**Conversation 2**

- Daniel          And now for my revenge!
- Nicci            The second one?
- Daniel          Yes. Step into my office, please.
- Nicci            OK. What's up?
- Daniel          *Well, with <sup>7</sup> \_\_\_\_\_, it's your attitude.*
- Nicci            My attitude? What's wrong with it?
- Daniel          *Well, I think you have a bit of an attitude problem, to be honest. You <sup>8</sup> \_\_\_\_\_ in the office, you don't take your job seriously enough, you're frequently late and I'm afraid to tell you, I have good reason to believe that you've also passed information on to one of our rivals. And that's a sackable offence, as I'm sure <sup>9</sup> \_\_\_\_\_.*
- Nicci            Wow! OK. I don't know what to say. That's a big accusation.
- Daniel          *I have my reasons for believing it's true. You were the only person who knew about the launch date of the new product, but suddenly I found out through Facebook that our rivals are now launching their product a week earlier! It can't just <sup>10</sup> \_\_\_\_\_.*

Nicci        Why not? It's possible.

Daniel      Well, I've done my research. *I saw that you're friends with one of the sales and marketing people there*, and you went out for dinner with him two days before this announcement. A bit strange, isn't it?

Nicci        How do you know about that?

Daniel      It was on your Facebook page! Or had you forgotten that you added me as a friend  
<sup>11</sup> \_\_\_\_\_ make up after you informed  
my boss about our last little chat.

Nicci        Well ... um ... that doesn't prove anything, does it? *And I'm not happy that you've been spying on me either.*