How People Behave
Dealing with Problems

Exercise 1 – Meanings
Look at the verbs in the box below and put them in the correct column according to their meaning. You can look back at the main pages to help you.

<table>
<thead>
<tr>
<th>Meeting Problems</th>
<th>Making Problems</th>
<th>Solving Problems</th>
</tr>
</thead>
<tbody>
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<td></td>
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<tr>
<td>calm down; calm sb/sth/yourself down</td>
<td>come up against sb/sth</td>
<td>face up to sb/sth</td>
</tr>
<tr>
<td>clear up; clear sth up</td>
<td>fall for sth</td>
<td>get over sth</td>
</tr>
<tr>
<td>mix sth up</td>
<td></td>
<td></td>
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</tbody>
</table>

Exercise 2
Complete these sentences with one of the verbs in Exercise 1 in the correct form.

a. After this injury, Mike has to __________ the fact that his career in football is over.
b. The announcer was terrible. She kept getting all the names __________.
c. I would wait until she has __________ before you mention the matter again.
d. It was a really simple job. I don’t know how you __________ so badly.
e. When they tried to open a new supermarket, they __________ a lot of opposition.

Relationships

Exercise 3 – When things go wrong
Complete the email with one of these phrasal verbs in the correct form, and any other words you need.

Hi Beth,
I’m having a bad day! I’ve ________ with my boyfriend. He thinks I’ve been seeing someone else, which isn’t true. And he complained that I’m always ________ in front of his friends. In the end I said some terrible things to him and he ________ me. I wish I could ________ the things I said, but it’s too late now. He wants to ________ our engagement and says he never wants to see me again. What can I do, Beth?

break off
put down
take back
fall out
Exercise 4

Now match each verb with its definition:

<table>
<thead>
<tr>
<th>a</th>
<th>b</th>
<th>c</th>
<th>d</th>
<th>e</th>
</tr>
</thead>
<tbody>
<tr>
<td>break sth off</td>
<td>walk out on sb</td>
<td>fall out with sb</td>
<td>put sb down</td>
<td>take sth back</td>
</tr>
<tr>
<td>i</td>
<td>ii</td>
<td>iii</td>
<td>iv</td>
<td>v</td>
</tr>
<tr>
<td>to have an argument with somebody</td>
<td>to criticize somebody and make them feel stupid</td>
<td>to leave somebody you have a close relationship with</td>
<td>to admit that something you said was wrong</td>
<td>to end something suddenly</td>
</tr>
</tbody>
</table>

Exercise 5 – Getting on with people

Complete the questionnaire with the correct particles.
You can look back at the main pages to help you.

Will you be a good boss?
Try our simple questionnaire!

1 If one of your team keeps asking for more interesting work to do, do you give _____ to her?
   a always?
   b sometimes?
   c never?

2 One of your team argues with you a lot in meetings. Would you put him _____?
   a yes
   b perhaps
   c never

3 A new colleague has trouble fitting ____. Would you:
   a tell him/her to try harder?
   b ask somebody in the team to help him/her?

4 A junior member of your team shows _____ a lot, telling colleagues that he is better than them. Would you:
   a quietly tell him the truth?
   b give him work to do which you know he will do badly?
   c put it _____ to youth and inexperience and say nothing?

5 Your team tell you that their coffee machine has broken. There is no money to buy a new one. Do you:
   a pay for a new one yourself?
   b tell them they will have to do _____ coffee?
   c make _____ for it by allowing them extra time to go out for coffee?

Exercise 6

Now use some of the verbs from Exercise 5 to say what you think a good manager should be like.

A good manager should never ____________________________________________ .

A good manager always _______________________________________________ .