

## **IB pp107-108 - KEY**

CAREER SKILLS, p. 107

1. c, f, h
2. b,d, g
3. a, e

LISTENING, p. 107

### **Source of conflict**

Dialogue 1: not reducing prices enough  
D2: introduction of electronic sales tracking  
D3: giving subordinates too much work

### **Strategy used**

D1: Lewis: dictate, Georgia: accommodate  
D2: Steve: accommodate, Martin: accommodate  
D3: Greg: accommodate, Marta: minimise