

7.1 ➤ Vocabulary

Student A

micromanage	likely to cause arguments or make people angry
criticism	performing at the highest possible level
staff morale	the ability to understand other people's feelings and problems
a fine line between	start to discuss a (usually difficult) subject
mediator	not based on clear thought or reason
provocation	say or think that someone or something is responsible for something bad

Student B

irrational	get much worse or more serious (e.g. an argument or fight)
confrontational	behave in a way that is unacceptable socially
resolution	organise and control all the details of another person's work in a way that they think is annoying
on top of one's game	do what you are supposed to do
empathy	an argument between people or groups based on having very different beliefs and opinions
raise the issue with	someone one level higher in rank than you in a company and in charge of your work

Student C

line manager	an action or event that makes someone angry or upset, or is intended to do this
escalate	level of confidence and positive feelings that people working together have
blame	comments that say what you think is bad about someone or something
cross the line	a very small difference
clash	a solution to a problem, argument, or difficult situation
toe the line	someone who tries to end a quarrel between two people or groups by discussion