***Instructions: Highlight or underline the word from the list of four that you believe would be the most appropriate to fill in the blank in the following sentences.***

1. The company's profits have been skyrocketing, but we need to increase our \_\_\_\_\_\_\_\_\_\_\_ to maintain this growth.
   1. aggression b. assertiveness c. hostility d. determination
2. We can't let the new employee handle that project, they're completely \_\_\_\_\_\_\_\_\_\_\_.
   1. incompetent b. inexperienced c. unskilled d. unqualified
3. Our team needs to work more \_\_\_\_\_\_\_\_\_\_\_ to meet the project deadline.
   1. efficiently b. harshly c. carelessly d. recklessly
4. The customer's complaint was completely \_\_\_\_\_\_\_\_\_\_\_. We need to resolve it immediately.
   1. justified b. exaggerated c. irrational d. unnecessary
5. I don't think the new policy is a good idea, it seems \_\_\_\_\_\_\_\_\_\_\_.
   1. impractical b. unrealistic c. misguided d. unintelligent

***Instructions: Highlight or underline the word from the list of three that you believe would be more appropriate for the following sentences.***

1. We need to crush our competitors to become the market leader.

Possible alternatives: defeat, overcome, outperform

2. We can't afford to lose any more customers, it's killing our profits.

Possible alternatives: losing, shedding, decreasing

3. We have to dominate this market or we'll go bankrupt.

Possible alternatives: excel, lead, surpass

4. I don't care about the consequences, we're going to bulldoze our way through this project.

Possible alternatives: power through, tackle, handle

5. We need to slaughter our competition and establish our dominance.

Possible alternatives: surpass, outshine, outdo.

***Instructions: Rewrite the following sentences using polite/positive language and showing empathy.***

1. I'm sorry, but your constant micromanaging is becoming a real pain in the butt.
2. I don't appreciate your condescending tone when you speak to me in front of my colleagues.
3. Your decision-making skills are a joke, it's no wonder we're losing clients.
4. I don't mean to be rude, but your inability to communicate effectively is hindering our productivity.
5. I understand you're the boss, but your arbitrary demands are starting to feel like a power trip.
6. You'll have to wait in line like everyone else.
7. I don't have time for this right now.