

B Staff disputes

What would you do in a dispute between members of your own staff? Would you ...

- a) **intervene** at once to **resolve** the problem?

This would be **proactive**, and a positive way to **tackle the problem**, but is there a risk of **blowing it up out of all proportion**?

- b) see if the staff can **sort it out** themselves?

This could be interpreted as **passing the buck**. But the staff may not want you to **interfere**, so it could be a **wise** thing to do.

- c) wait to see if the problem **sorts itself out**?

Is this sensible or would you just be **procrastinating**?

- d) **bury your head in the sand**, as if you're saying, 'What problem?'

Glossary

intervene in sth

resolve sth

proactive

tackle a problem

blow sth (up) out of (all) proportion

sort sth out

pass the buck

interfere (in sth)

wise (of actions)

procrastinate

bury your head in the sand

get involved in a situation in order to help. **intervention** N.

FML find an acceptable solution to a problem. **resolution** N.

(of a person or policy) creating or controlling a situation by making things happen, rather than waiting for things to happen.

do sth to solve a problem.

make sth more serious than it is.

deal with a problem successfully (if **sth sorts itself out**, the problem is resolved without the need for action from anyone).

make sb else deal with sth that you should deal with.

get involved in a situation in a way that annoys others. **interference** N.

sensible; showing good judgement. **wisdom** N. SYN **prudent**. **prudence** N.

FML delay doing sth until later, often because you don't want to do it.

procrastination N.

pretend a difficult situation doesn't exist.

3 Write the nouns related to these verbs.

1 procrastinate _____

3 resolve _____

5 wise _____

2 interfere _____

4 intervene _____

6 prudent _____

4 Is the speaker pleased or angry with his boss? Write P or A.

1 She tackled the problem. _____

5 She was very prudent. _____

2 She intervened at once. _____

6 She passed the buck. _____

3 She interfered as usual. _____

7 She's usually very proactive. _____

4 She buried her head in the sand. _____

8 She always procrastinates. _____

5 Complete the text.

We recently had a dispute between two employees who wouldn't work together. I could see the problem wasn't going to (1) _____ itself out; I realized that if I didn't (2) _____ and sort it (3) _____, I'd be accused of passing the (4) _____. However, I didn't want to (5) _____ it up out of all (6) _____, so I just had a quiet word with them. It turned out to be a (7) _____ decision, because the problem was (8) _____ quite quickly.

6 ABOUT YOU What would you do in the situation at the top of the page?



Remember to test yourself