

Name: _____

Date: _____

 Useful Phrases**We've identified an issue with...**

Reporting a problem — "We've identified an issue with the shipped batch."

A deviation has occurred in...

Reporting a problem — "A deviation has occurred in the sterilization process."

It seems to me that...

Giving an opinion — "It seems to me that this could be a safety risk."

My view is that...

Giving an opinion — "My view is that we should act quickly."

That's a fair point.

Agreeing — "That's a fair point. Let's assess the risk."

I'd go along with that.

Agreeing — "I'd go along with that recommendation."

I see it differently.

Disagreeing — "I see it differently. I don't think it's that serious."

I'm not convinced that...

Disagreeing — "I'm not convinced that a recall is necessary."

Could you elaborate on that?

Asking for clarification — "Could you elaborate on that risk assessment?"

What exactly do you mean by...?

Asking for clarification — "What exactly do you mean by 'affected batches'?"

Perhaps we should consider...

Suggesting an idea — "Perhaps we should consider a limited recall."

One option would be to...

Suggesting an idea — "One option would be to notify the affected customers first."

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|---|-----------------------------|
| 1. I see it differently. ____ | A. Suggesting an idea |
| 2. Could you elaborate on that? ____ | B. Giving an opinion |
| 3. It seems to me that... ____ | C. Reporting a problem |
| 4. We've identified an issue with... ____ | D. Disagreeing |
| 5. That's a fair point. ____ | E. Asking for clarification |
| 6. One option would be to... ____ | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

1. You want to report the issue to your team. What do you say?
 - a) That's a fair point.
 - b) We've identified an issue with the shipped batch.
 - c) One option would be to...
2. Your colleague doesn't explain the risk clearly. What do you say?
 - a) Could you elaborate on that?
 - b) I'd go along with that.
 - c) One option would be to...
3. You want to give your opinion about the risk level. What do you say?
 - a) What exactly do you mean by that?
 - b) It seems to me that this could be a safety risk.
 - c) I see it differently.
4. Your colleague suggests a limited recall and you think it's reasonable. What do you say?
 - a) That's a fair point.
 - b) We've identified an issue.
 - c) Could you elaborate on that?
5. You want to suggest notifying customers first. What do you say?
 - a) I'm not convinced that...
 - b) One option would be to notify the customers first.
 - c) What exactly do you mean by...?
6. You are not convinced a full recall is necessary. What do you say?
 - a) I'd go along with that.
 - b) I'm not convinced that a full recall is necessary.
 - c) Perhaps we should consider...

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *Could you elaborate on that?* / *I see it differently.* / *It seems to me that...* / *Perhaps we should consider...* / *That's a fair point.*

A: We've identified an issue with the shipped batch.

B: _____ (*Asking for clarification*)

A: I think this is a serious safety risk.

B: _____ (*Disagreeing*)

A: We should issue a recall immediately.

B: _____ (*Agreeing*)

A: This kind of issue has happened before.

B: _____ (*Giving an opinion*)

A: We need to decide quickly.

B: _____ (*Suggesting an idea*)

4 Put the Conversation in Order

Number the lines 1-6 to make a logical conversation.

- a) B: I see. Perhaps we should consider a limited recall. Order: ____
- b) A: Hi everyone. We need to discuss a serious issue with a batch. Order: ____
- c) B: Sounds good, keep us updated. Order: ____
- d) A: Some units may have a sterilization fault. Order: ____
- e) A: That's a fair point. I'll contact regulatory affairs now. Order: ____
- f) B: Could you elaborate on that? Order: ____

5 Model Conversation

Read this example QA meeting conversation.

QA Director: Good morning. Let's discuss the issue with batch 245.

Regulatory: Good morning. Yes, we've identified an issue with the sterilization process.

QA Director: Could you elaborate on that?

Regulatory: Some units may not have reached the required temperature.

QA Director: I see. It seems to me that this could be a serious safety risk.

Regulatory: That's a fair point. We should assess the affected units carefully.

QA Director: What do you think we should do?

Regulatory: My view is that we need to notify the regulator immediately.

QA Director: I'm not convinced we need a full recall yet. Perhaps a limited recall would be enough.

Regulatory: That's a fair point. I'll check exactly which batches were affected.

QA Director: Good. One option would be to inform customers before we announce publicly.

Regulatory: I'd go along with that. I'll prepare a statement today.

6 Role-Play: Team Meeting

Work in a group of 4. Choose a role. Use the phrases you practiced to have your own meeting.

Situation: A sterilization fault may have affected batch 245. Your team is meeting to assess the risk and decide whether to issue a recall.

QA Director

Your goal: Lead the meeting. Ask questions and decide on the next steps.

Try these phrases: Could you elaborate on that? / What exactly do you mean by...? / It seems to me that...

Regulatory Affairs Officer

Your goal: Report the issue. Explain the risk clearly.

Try these phrases: We've identified an issue with... / A deviation has occurred in... / My view is that...

Production Manager

Your goal: Give your opinion about how many batches are affected.

Try these phrases: It seems to me that... / I'm not convinced that... / My view is that...

Communications Lead

Your goal: Suggest how to inform customers and help close the meeting.

Try these phrases: Perhaps we should consider... / One option would be to... / That's a fair point.

7 Discussion Questions

Talk with a partner or your group. There are no right or wrong answers!

1. What factors should a company consider before deciding on a product recall?
2. Why is it important to communicate quickly and honestly during a crisis?
3. What are the risks of recalling a product unnecessarily?
4. What are the risks of not recalling a product when there is a real problem?
5. How can a company rebuild trust with customers after a recall?

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★ Useful Phrases

We've identified an issue with...	Reporting a problem — "We've identified an issue with the shipped batch."
A deviation has occurred in...	Reporting a problem — "A deviation has occurred in the sterilization process."
It seems to me that...	Giving an opinion — "It seems to me that this could be a safety risk."
My view is that...	Giving an opinion — "My view is that we should act quickly."
That's a fair point.	Agreeing — "That's a fair point. Let's assess the risk."
I'd go along with that.	Agreeing — "I'd go along with that recommendation."
I see it differently.	Disagreeing — "I see it differently. I don't think it's that serious."
I'm not convinced that...	Disagreeing — "I'm not convinced that a recall is necessary."
Could you elaborate on that?	Asking for clarification — "Could you elaborate on that risk assessment?"
What exactly do you mean by...?	Asking for clarification — "What exactly do you mean by 'affected batches'?"
Perhaps we should consider...	Suggesting an idea — "Perhaps we should consider a limited recall."
One option would be to...	Suggesting an idea — "One option would be to notify the affected customers first."

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|---|-----------------------------|
| 1. I see it differently. -> (D) | A. Suggesting an idea |
| 2. Could you elaborate on that? -> (E) | B. Giving an opinion |
| 3. It seems to me that... -> (B) | C. Reporting a problem |
| 4. We've identified an issue with... -> (C) | D. Disagreeing |
| 5. That's a fair point. -> (F) | E. Asking for clarification |
| 6. One option would be to... -> (A) | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

- You want to report the issue to your team. What do you say?
 - That's a fair point.
 - We've identified an issue with the shipped batch.**
 - One option would be to...
- Your colleague doesn't explain the risk clearly. What do you say?
 - Could you elaborate on that?**
 - I'd go along with that.
 - One option would be to...

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3. You want to give your opinion about the risk level. What do you say?
a) What exactly do you mean by that?
b) It seems to me that this could be a safety risk.
c) I see it differently.
4. Your colleague suggests a limited recall and you think it's reasonable. What do you say?
a) That's a fair point.
b) We've identified an issue.
c) Could you elaborate on that?
5. You want to suggest notifying customers first. What do you say?
a) I'm not convinced that...
b) One option would be to notify the customers first.
c) What exactly do you mean by...?
6. You are not convinced a full recall is necessary. What do you say?
a) I'd go along with that.
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c) Perhaps we should consider...

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *Could you elaborate on that?* / *I see it differently.* / *It seems to me that...* / *Perhaps we should consider...* / *That's a fair point.*

A: We've identified an issue with the shipped batch.

B: Could you elaborate on that? (*Asking for clarification*)

A: I think this is a serious safety risk.

B: I see it differently. (*Disagreeing*)

A: We should issue a recall immediately.

B: That's a fair point. (*Agreeing*)

A: This kind of issue has happened before.

B: It seems to me that... (*Giving an opinion*)

A: We need to decide quickly.

B: Perhaps we should consider... (*Suggesting an idea*)

4 Put the Conversation in Order

Number the lines 1-6 to make a logical conversation.

a) B: I see. Perhaps we should consider a limited recall.

Order: 4

b) A: Hi everyone. We need to discuss a serious issue with a batch.

Order: 1

c) B: Sounds good, keep us updated.

Order: 6

d) A: Some units may have a sterilization fault.

Order: 3

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e) A: That's a fair point. I'll contact regulatory affairs now.

Order: 5

f) B: Could you elaborate on that?

Order: 2