

Name: _____

Date: _____

 Useful Phrases

We've identified an issue with...	Reporting a problem — "We've identified an issue with our documentation system."
A deviation has occurred in...	Reporting a problem — "A deviation has occurred in our record-keeping process."
It seems to me that...	Giving an opinion — "It seems to me that we're not fully prepared."
My view is that...	Giving an opinion — "My view is that we need more time to prepare."
That's a fair point.	Agreeing — "That's a fair point. Let's prioritize that area."
I'd go along with that.	Agreeing — "I'd go along with that approach."
I see it differently.	Disagreeing — "I see it differently. I think we're ready."
I'm not convinced that...	Disagreeing — "I'm not convinced that this is a priority."
Could you elaborate on that?	Asking for clarification — "Could you elaborate on that requirement?"
What exactly do you mean by...?	Asking for clarification — "What exactly do you mean by 'incomplete records'?"
Perhaps we should consider...	Suggesting an idea — "Perhaps we should consider a mock inspection."
One option would be to...	Suggesting an idea — "One option would be to review all training records 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 a gap in the documentation. What do you say?
 - a) That's a fair point.
 - b) We've identified an issue with our documentation system.
 - c) One option would be to...
2. Your colleague doesn't explain the requirement 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 readiness. What do you say?
 - a) What exactly do you mean by that?
 - b) It seems to me that we're not fully prepared.
 - c) I see it differently.
4. Your colleague suggests a mock inspection 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 reviewing training records first. What do you say?
 - a) I'm not convinced that...
 - b) One option would be to review the training records first.
 - c) What exactly do you mean by...?
6. You are not convinced the team needs more time. What do you say?
 - a) I'd go along with that.
 - b) I'm not convinced that we need more time.
 - 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 our documentation system.

B: _____ (*Asking for clarification*)

A: I think we're ready for the inspection.

B: _____ (*Disagreeing*)

A: We should do a mock inspection this week.

B: _____ (*Agreeing*)

A: This kind of gap has happened before.

B: _____ (*Giving an opinion*)

A: We need to prepare 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 mock inspection first.

Order: ____

b) A: Hi everyone. We need to prepare for the inspection next month.

Order: ____

c) B: Sounds good, I'll help prepare.

Order: ____

d) A: The inspector will review our training and batch records.

Order: ____

e) A: That's a fair point. I'll schedule one for next week.

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 our readiness for the inspection.

Compliance: Good morning. Yes, we've identified an issue with our documentation system.

QA Director: Could you elaborate on that?

Compliance: Some training records haven't been updated for six months.

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

Compliance: That's a fair point. We should update them immediately.

QA Director: What do you think we should prioritize?

Compliance: My view is that we need to focus on the batch records first.

QA Director: I'm not convinced that's the biggest risk. Perhaps the training records matter more.

Compliance: That's a fair point. I'll start with those today.

QA Director: Good. One option would be to run a mock inspection before the real one.

Compliance: I'd go along with that. I'll organize it for next week.

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 regulatory inspection is scheduled for next month. Your team is meeting to review readiness and identify gaps.

QA Director

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

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

Compliance Officer

Your goal: Report the gaps found. Explain the risks clearly.

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

Documentation Specialist

Your goal: Give your opinion about which records need attention first.

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

Team Leader

Your goal: Suggest a plan 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. Why do companies prepare for regulatory inspections in advance?
2. What makes documentation "audit-ready"?
3. How can a team stay calm and organized under inspection pressure?
4. What is the value of a mock inspection?
5. How do you feel when you know an inspection is coming?

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Perhaps we should consider...	Suggesting an idea — "Perhaps we should consider a mock inspection."
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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 a gap in the documentation. What do you say?
 - That's a fair point.
 - We've identified an issue with our documentation system.**
 - One option would be to...
- Your colleague doesn't explain the requirement 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 readiness. What do you say?
a) What exactly do you mean by that?
b) It seems to me that we're not fully prepared.
c) I see it differently.
4. Your colleague suggests a mock inspection 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 reviewing training records first. What do you say?
a) I'm not convinced that...
b) One option would be to review the training records first.
c) What exactly do you mean by...?
6. You are not convinced the team needs more time. What do you say?
a) I'd go along with that.
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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 our documentation system.

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

A: I think we're ready for the inspection.

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

A: We should do a mock inspection this week.

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

A: This kind of gap has happened before.

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

A: We need to prepare 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 mock inspection first.

Order: 4

b) A: Hi everyone. We need to prepare for the inspection next month.

Order: 1

c) B: Sounds good, I'll help prepare.

Order: 6

d) A: The inspector will review our training and batch records.

Order: 3

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e) A: That's a fair point. I'll schedule one for next week.

Order: 5

f) B: Could you elaborate on that?

Order: 2