

Name: _____

Date: _____

 Useful Phrases

We've identified an issue with...	Reporting a problem — "We've identified an issue with the calibration process."
A deviation has occurred in...	Reporting a problem — "A deviation has occurred in the mixing procedure."
It seems to me that...	Giving an opinion — "It seems to me that the equipment wasn't checked properly."
My view is that...	Giving an opinion — "My view is that we need more frequent audits."
That's a fair point.	Agreeing — "That's a fair point. Let's look into it."
I'd go along with that.	Agreeing — "I'd go along with that suggestion."
I see it differently.	Disagreeing — "I see it differently. I think the training was sufficient."
I'm not convinced that...	Disagreeing — "I'm not convinced that this is the root cause."
Could you elaborate on that?	Asking for clarification — "Could you elaborate on that, please?"
What exactly do you mean by...?	Asking for clarification — "What exactly do you mean by 'inconsistent results'?"
Perhaps we should consider...	Suggesting an idea — "Perhaps we should consider retraining the team."
One option would be to...	Suggesting an idea — "One option would be to update the protocol."

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 deviation to your team. What do you say?
 - a) That's a fair point.
 - b) We've identified an issue with the process.
 - c) One option would be to...
2. Your colleague doesn't explain the deviation 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 root cause. What do you say?
 - a) What exactly do you mean by that?
 - b) It seems to me that the machine wasn't calibrated.
 - c) I see it differently.
4. Your colleague suggests retraining the team 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 updating the protocol. What do you say?
 - a) I'm not convinced that...
 - b) One option would be to update the protocol.
 - c) What exactly do you mean by...?
6. You are not convinced the training was the cause. What do you say?
 - a) I'd go along with that.
 - b) I'm not convinced that training was the cause.
 - 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 calibration process.

B: _____ (*Asking for clarification*)

A: I think the training was sufficient.

B: _____ (*Disagreeing*)

A: We should update the protocol.

B: _____ (*Agreeing*)

A: This kind of deviation has happened before.

B: _____ (*Giving an opinion*)

A: We need to fix this before the next audit.

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 retraining the operator. Order: ____

b) A: Hi everyone. We need to discuss a deviation from yesterday. Order: ____

c) B: Sounds good, thanks. Order: ____

d) A: The mixing time was three minutes longer than the protocol allows. Order: ____

e) A: That's a fair point. I'll arrange a session this week. Order: ____

f) B: Could you elaborate on that? Order: ____

5 Model Conversation

Read this example QA meeting conversation.

QA Manager: Good morning. Let's discuss the deviation from yesterday's batch.

Engineer: Good morning. Yes, we've identified an issue with the mixing time.

QA Manager: Could you elaborate on that?

Engineer: The mixing time was three minutes longer than the protocol allows.

QA Manager: I see. It seems to me that this could affect product quality.

Engineer: That's a fair point. We should check the affected batch carefully.

QA Manager: What do you think caused the delay?

Engineer: My view is that the operator wasn't following the timer correctly.

QA Manager: I'm not convinced that's the only reason. Perhaps the equipment needs checking too.

Engineer: That's a fair point. I'll arrange for maintenance to check it.

QA Manager: Good. One option would be to update the work instruction to make the timing clearer.

Engineer: I'd go along with that. I'll draft a revised version 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 deviation was found in yesterday's batch: the mixing time was too long. Your team is meeting to discuss the cause and agree on a corrective action.

QA Manager

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

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

Process Engineer

Your goal: Report the deviation. Explain what happened 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 the cause and the impact on production.

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

Team Leader

Your goal: Suggest a corrective action 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 is it important to investigate the root cause of a deviation, not just the symptom?
2. What makes a corrective action effective in the long term?
3. How can a team balance speed and accuracy when solving a problem?
4. What is the difference between a corrective action and a preventive action?
5. How do you stay calm when discussing a mistake at work?

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I see it differently.	Disagreeing — "I see it differently. I think the training was sufficient."
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What exactly do you mean by...?	Asking for clarification — "What exactly do you mean by 'inconsistent results'?"
Perhaps we should consider...	Suggesting an idea — "Perhaps we should consider retraining the team."
One option would be to...	Suggesting an idea — "One option would be to update the protocol."

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 deviation to your team. What do you say?
 - a) That's a fair point.
 - b) We've identified an issue with the process.**
 - c) One option would be to...
- Your colleague doesn't explain the deviation clearly. What do you say?
 - a) Could you elaborate on that?**
 - b) I'd go along with that.
 - c) One option would be to...

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3. You want to give your opinion about the root cause. What do you say?
a) What exactly do you mean by that?
b) It seems to me that the machine wasn't calibrated.
c) I see it differently.
4. Your colleague suggests retraining the team 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 updating the protocol. What do you say?
a) I'm not convinced that...
b) One option would be to update the protocol.
c) What exactly do you mean by...?
6. You are not convinced the training was the cause. What do you say?
a) I'd go along with that.
b) I'm not convinced that training was the cause.
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 calibration process.

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

A: I think the training was sufficient.

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

A: We should update the protocol.

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

A: This kind of deviation has happened before.

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

A: We need to fix this before the next audit.

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 retraining the operator.

Order: 4

b) A: Hi everyone. We need to discuss a deviation from yesterday.

Order: 1

c) B: Sounds good, thanks.

Order: 6

d) A: The mixing time was three minutes longer than the protocol allows.

Order: 3

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e) A: That's a fair point. I'll arrange a session this week.

Order: 5

f) B: Could you elaborate on that?

Order: 2