

# Chapter 2

## Listening 1

### Indirect statements

When Susan and Maria are talking about the incident that happened at the mall, Susan chooses words and phrases to approach the situation with Maria less directly. What she says is different from what she actually means. Susan uses language as a softening strategy to address the incident without sounding like she is blaming Maria.

Read the sentences from Listening 1 below. Rewrite the sentences. Replace the indirect language with more direct language

**Susan said:** Norman was working there, but he couldn't get in touch with anyone from Maintenance.

**Susan meant:**

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**Susan said:** It's important that there's always someone available to respond to emergencies.

**Susan meant:**

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**Susan said:** Isn't your break from 10:00 to 10:15 and Alex's from 10:30 to 10:45? Norman tried to contact Maintenance at 10:35, but no one responded to the call.

**Susan meant:**

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**Susan said:** Since Norman couldn't get in touch with anyone from Maintenance, it took some time to find a maintenance worker to mark the tile as dangerous.

**Susan meant:**

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**Susan said:** It's really important to make sure we're ready to do our jobs when we're needed.

**Susan meant:**

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**Susan said:** It would be good if we stuck to our assigned break times so we're available when needed, right?

**Susan meant:**

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**Susan said:** It's really important for us to avoid problem situations like this in the future.

**Susan meant:**

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