

## Vocabulary

### \* Conflicts and solutions

- a** Complete the sentences from the listening with *find* / *resolve*.

A study carried out among US teenagers shows that a growing percentage of them see fighting as the only acceptable way to resolve disagreements.

- 2 They have to agree that they will try to work together to find a peaceful solution.

- b** Read this web page. Match the underlined expressions with definitions a–h. Write 1–8 next to the definitions.

### Friends once again.com – we are here to help you!

If you have a disagreement with a neighbour, a friend or a partner, and can't seem to resolve it, don't worry, we're here to help. Sometimes people <sup>1</sup>fall out completely, and even when they try to <sup>2</sup>sort things out between themselves, they <sup>3</sup>get stuck and are unable to <sup>4</sup>make up. Problems like this can easily be sorted out if you know the best way to do it. And we know the best way!

We have years of experience in managing and <sup>5</sup>resolving conflicts. We believe that it is always possible to <sup>6</sup>make a compromise that satisfies everyone involved. We do everything we can to <sup>7</sup>stay neutral. We're not interested in <sup>8</sup>taking sides, we're only interested in helping you to end the deadlock. So contact us and let us help you find a solution.

- c** Complete the sentences with the correct form of the underlined expressions in Exercise 5b. Then listen and check.

He's a bit upset because he's fallen out with his best friend.

- 2 Can you help me with my Maths homework? I keep getting stuck.
- 3 Let's reach a compromise. If you change your mind and let me go to the party, I'll be back by 11 o'clock instead of 12!
- 4 I get angry at home because my parents always take my brother's side.
- 5 The presidents of the two countries are meeting to try and resolve a conflict that started last month.
- 6 Annie can help you with any problems you've got. She's really good at sorting things out.
- 7 Haven't you and your brother make up yet? I'm tired of seeing the two of you fighting all the time!
- 8 There are many countries in the world that always stay neutral when a war starts.

- a not support one person more than another 7
- b have a disagreement and no longer be friendly 1
- c be unable to go any further 3
- d be friendly again after a disagreement 4
- e reduce demands or change opinion in order to agree 6
- f find a way to end a disagreement or fight 5
- g make things clearer/better 2
- h support one person against another 8

## Unit 7 Conflicts and solutions

to not be on speaking terms (with someone) =  
to refuse to speak to someone because you are  
angry with them

They had an argument last night and now  
they're not on speaking terms (with each other).

- 2 a quarrel = an argument or disagreement

They had a quarrel about three months ago and  
they haven't spoken to each other since.

- 3 to pick a fight (an argument / a quarrel) with  
someone = to start a fight (etc.) with someone

He was in a really bad mood, so he just picked  
a fight with the first person he saw.

- 4 to come to blows = to have a physical fight with  
someone

They argued and shouted for ages – but  
fortunately, they didn't come to blows.

- 5 to negotiate = to talk together to try to reach  
an agreement

The government has said that it will never  
negotiate with terrorists.

- 6 a misunderstanding = a small disagreement

We argued a bit last night – well, it wasn't really  
an argument, just a misunderstanding.



- 7 ill feeling = an unpleasant feeling between people  
who do not like each other

He accused me of stealing from him! So there's  
a lot of ill feeling between us now.

- 8 give-and-take = the willingness to discuss things  
with people so that you can live together easily

In every friendship there has to be some give-and-  
take.

- 9 to get to the bottom of (something) = to discover  
the facts/truth about a situation

I don't know what caused the problem, but I'm  
working to get to the bottom of it.

- 10 to take the bull by the horns = to do something  
difficult in a brave, determined way

I really wanted to know the answer, so I took  
the bull by the horns and wrote an email to the  
president!

