

C1

PHONE & VIDEO CALLS

MONOLOG · 5 MIN.

Ending a Hostile Video Conference While Preserving the Business Relationship · *Podcast*

The client is furious and the call is escalating — how to end a heated video conference in English without burning the business relationship.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/ending-a-hostile-video-conference-while-preserving-the-business-relationship>

NAME

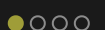
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
hostile	feindselig / aufgebracht	<i>The negotiation turned hostile after the second price increase.</i>
go-live	Livegang / Inbetriebnahme	<i>The go-live was postponed twice because of data issues.</i>
to take the sting out of it	die Schärfe nehmen / entschärfen	<i>Naming the tension openly takes the sting out of it.</i>
heated	hitzig / erhitzt (Diskussion)	<i>The debate became heated, so the chair called a short break.</i>
a recovery plan	Sanierungs- / Wiederherstellungsplan	<i>We came back to the table with a recovery plan instead of excuses.</i>
accusations	Vorwürfe / Anschuldigungen	<i>The meeting produced accusations, but no solutions.</i>
a dated commitment	eine Zusage mit festem Datum	<i>End every difficult call with one dated commitment.</i>
the follow-up	das Nachfassen / die Nachbereitung	<i>The follow-up after a crisis call matters more than the call itself.</i>





BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

until

by

at

since

twenty-four

twelve

forty-eight

two

01 A warning for German ears: 'bis' is not ' _____ '.

02 Let's stop here, take _____ hours, and come back with a recovery plan rather than accusations.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 Andreas interrupted the IT director to correct the facts.

T ☐ F ☐

02 The IT director later thanked Andreas for ending the call when he did.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ The summary goes out on Thursday, a day early

02 ☐ Andreas lets him finish without interrupting

03 ☐ He proposes a twenty-four-hour break with a recovery plan

04 ☐ The IT director joins the call already furious

05 ☐ Andreas names the heated mood in the room

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

.....

.....

.....

MINI-CHECK – CAN I DO THIS YET?

☐ I can announce a delay politely.

☐ I can propose an alternative.

☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.

Cut-out flashcards

× Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/ending-a-hostile-video-conference-while-preserving-the-business-relationship>

hostile

The negotiation turned hostile after the second price increase.

feindselig / aufgebracht

go-live

The go-live was postponed twice because of data issues.

Livegang / Inbetriebnahme

to take the sting out of it

Naming the tension openly takes the sting out of it.

die Schärfe nehmen / entschärfen

heated

The debate became heated, so the chair called a short break.

hitzig / erhitzt (Diskussion)

a recovery plan

We came back to the table with a recovery plan instead of excuses.

Sanierungs- / Wiederherstellungsplan

accusations

The meeting produced accusations, but no solutions.

Vorwürfe / Anschuldigungen

a dated commitment

End every difficult call with one dated commitment.

eine Zusage mit festem Datum

the follow-up

The follow-up after a crisis call matters more than the call itself.

das Nachfassen / die Nachbereitung

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **until**

False friends: German "bis Freitag" is "by Friday". "Until Friday" means the activity continues all week — not a deadline.

02 **twenty-four**

Andreas proposes a structured break of twenty-four hours — enough time for emotions to cool down.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — he let him finish first: no interrupting, no defending.

02 **True**

True — on the next call, the IT director thanked him for ending the previous one.

BRICK 4 · ORDER

- 01 **1.** The IT director joins the call already furious
- 02 **2.** Andreas lets him finish without interrupting
- 03 **3.** Andreas names the heated mood in the room
- 04 **4.** He proposes a twenty-four-hour break with a recovery plan
- 05 **5.** The summary goes out on Thursday, a day early

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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