

## PART 1 · 8 QUESTIONS · 3 SECTIONS

# Listening to Problem Solving

A conversation in three sections about solving a problem. Questions are heard after each section.

- 01 Note who has the problem, every solution suggested, and which one they choose.
- 02 Mark rejected ideas with a cross. “What will he do?” questions have an idea dropped two minutes earlier.
- 03 “How does she feel?” questions are answered by tone as much as words. Note it: annoyed, relieved, unsure.

**TRAP** The first solution suggested, not the one they finally agree on.

## THE METHOD

- Use the situation screen. Before the audio starts, guess who these people are and what the problem will be.
- Take notes on the paper you are given: names, numbers, decisions, changes of mind. Keywords only.
- The last version wins. “Let’s meet Tuesday. Actually, make it Thursday.” The answer is Thursday.
- Listen hardest after but, actually and however. That is where the answer usually is.
- In Parts 1 to 3 you get 30 seconds per question and cannot go back. Answer, then let it go.
- A wrong answer costs nothing. Never leave one blank.