# **Englist.me**

# Vocabulary Builder Reference from...

Tamekia MizLadi Smith: How to train employees to have difficult conversations | TED Talk https://www.ted.com/talks/tamekia\_mizladi\_smith\_how\_to\_train\_employees\_to\_have\_difficult\_conversations



# **All Words**

#### **IMPORTANT**

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# **Session 1: Word List**

# specialize

v. to become an expert in a specific career field, study, or business

synonym: narrow down, particularize

(1) **specialize** in child care, (2) **specialize** in market research

The restaurant has chefs who specialize in beef.

#### retail

 the sale of goods or services to consumers, especially in small quantities, either directly to the end customer or through retail outlets

synonym: sales, trade, commerce

(1) retail store, (2) a retail dealer

The **retail** industry has been affected by the rise of online shopping.

#### clerk

 a person who works in an office and is responsible for keeping records, writing letters, etc.; a person who works in a store and is responsible for serving customers

synonym: worker, record-keeper, letter-writer

(1) clerk job, (2) clerk position

The **clerk** at the store helped me find what I needed.

## depart

- to go away or leave, especially to start a journey synonym: go away, leave, vacate
- (1) arrive and **depart** on time, (2) **depart** from the faith We **departed** before the temperature fell below zero.

#### cashier

- an employee responsible for handling transactions, such as payments or returns, in a store or other business synonym: teller, clerk
- (1) cashier position, (2) bank cashier After working as a **cashier** for a few years, she was promoted to a managerial position within the grocery store.

# grocery

- a shop that sells food and other household items synonym: foodstuff, market
- (1) the grocery business, (2) run a grocery I will go to the **grocery** store to buy food for dinner.

# registration

the process of recording or enrolling for a particular n. course or event; the action or process of officially recording or enrolling something, such as a name or trademark

synonym: enrollment, registry, record-keeping

(1) registration agency, (2) registration for a course The online **registration** process was quick and easy to complete.

#### discreet

adj. characterized by the ability to keep secrets or maintain confidentiality; showing prudence, tact, or reserve in behavior or speech; not likely to draw attention or cause offense

synonym: cautious, careful, circumspect

- (1) discreet manner, (2) discreet conversation He was **discreet** with the sensitive information he had been entrusted with.
- a fastener made of interlocking teeth or ridges that is zip used to join two edges or pieces of fabric; a sound or

motion that resembles the sound made by a zipper when it is pulled; (of a computer) a popular file compression and archiving format; (short for Zone Improvement Plan) a system of postal codes used in the United States to help facilitate mail delivery more efficiently

synonym: fastener, postcode, slide

(1) zip code, (2) zip file

She put her phone in the **zip** pocket of her backpack.

#### conversation

*n.* an informal talk between two or more people to exchange their views, ideas, information, etc.

synonym: chat, discussion, dialogue

(1) **conversation** in English, (2) a friendly **conversation** Your **conversation** reflects your thoughts.

# complexity

 the state or quality of being complicated or intricate and difficult to understand

synonym: intricacy, sophistication, elaboration

(1) cognitive **complexity**, (2) **complexity** theory The project's **complexity** made it difficult for the team to complete it on time.

# patient

 a person who is receiving medical treatment, care, or attention from a healthcare professional, such as a doctor, nurse, or therapist; a personal quality or characteristic

synonym: client, recipient, subject

patient in the hospital, (2) patient with weight loss
 The doctor carefully examined the patient's medical history.

gender

n. the range of characteristics of femininity and masculinity and differentiating between them, especially when considering social and cultural differences rather than differences in biology

synonym: sexuality

(1) **gender-blind** policies, (2) dual **gender** 

Cultural norms strongly influence **gender** expectations.

# ethnicity

 the cultural characteristics of a particular group, such as language, religion, and traditions, that distinguish them from other groups

*synonym*: race, culture, heritage

(1) with respect to **ethnicity**, (2) based on their **ethnicity**The company has a diverse workforce representing different **ethnicity** and backgrounds.

# grave

n. a place where a dead body is buried, typically marked by a headstone or other memorial; a very serious, solemn, or important matter; (verb) to carve, cut, or etch a design, inscription, or mark onto a hard surface, such as stone or metal; (adjective) serious, solemn, or weighty in nature

*synonym*: tomb, crypt, sepulcher

(1) **grave** an image, (2) **grave** mistake Many innocent civilians were killed and buried in mass **graves** outside the city during the war.

# sassy

adj. rude and showing a lack of respect; energetic, bold, and full of spirit

synonym: impudent, audacious, rude

(1) a **sassy** child, (2) talk **sassy** to the teacher My son has been getting **sassy** recently.

# supervisor

- n. a person who oversees or directs the work of otherssynonym: manager, boss, overseer
- (1) **supervisor** of elections, (2) immediate **supervisor** I have to check with my **supervisor** before making any changes.

#### invite

v. to ask someone to come or join; to offer an opportunity or possibility for something to happen or take place

synonym: ask, request, summon

(1) invite guests, (2) invite criticism

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We want to invite you to our annual charity event.

# identify

 to recognize someone or something and say or prove who or what they are

synonym: determine, specify, recognize

(1) **identify** handwriting, (2) **identify** gene sequences I will introduce you to how to **identify** the leading causes of the malfunction.

# appall

- v. to shock or disgust; to fill with dismay synonym: shock, disgust, dismay
- appall the tourists, (2) appall me
   The news of the massacre appalled the entire nation.

#### offend

- v. to cause someone to feel upset, angry, or annoyed synonym: insult, hurt, anger
- offend his sensibilities, (2) offend a customer
   His rude comments offended many people at the party.

#### march

- v. to walk militarily with stiff, regular stepssynonym: parade
- (1) **march** against the war, (2) **march** east The troops **marched** shoulder-to-shoulder.

# eligible

adj. having the required qualities or satisfying the necessary criteria

synonym: qualified, suitable, acceptable

(1) **eligible** candidates, (2) **eligible** for a refund All those **eligible** will receive a substantial amount of money.

#### retirement

- n. the fact or act of stopping working and leaving one's jobsynonym: resignation, withdrawal, retreat
- (1) **retirement** from politics, (2) impending **retirement**This fund is responsible for disability and **retirement** benefits.

#### rant

v. to talk or complain in a loud, angry, or intense manner, often for an extended period of time, usually about something that one feels strongly about

synonym: jabber, vent, grumble

rant online, (2) rant about the service
 listened to my boss rant about the company's latest project for an hour.

#### healthcare

- the organized activity or business of preserving mental and physical health by preventing or treating illness through services offered by the health profession
- (1) **healthcare** agency, (2) rising **healthcare** cost In an aging population, citizens must pay more to maintain quality **healthcare**.

# representative

 someone who speaks or acts officially on behalf of another person or group of people

synonym: spokesperson, agent, delegate

(1) an official **representative**, (2) sales **representative**The media **representatives** had special passes.

#### statistics

- n. the discipline that concerns the collection, organization, analysis, interpretation, and presentation of data
- (1) **statistics** for cancer, (2) official **statistics**The **statistics** demonstrate that poverty and unemployment are genuine problems.

#### hesitate

- v. to pause decision before saying or doing somethingsynonym: waver, pause, waffle
- (1) **hesitate** for a moment, (2) **hesitate** to ask for help Please do not **hesitate** to call us.

# deport

- v. to force someone to leave a country, typically on the grounds of illegal status or for having committed a crime
   synonym: expel, banish, repatriate
- (1) **deport** a refugee, (2) **deport** dissidents from the party The government has decided to **deport** illegal immigrants

back to their home countries.

#### poet

- n. a person who writes poetrysynonym: versifier, rhymer, writer
- (1) a court **poet**, (2) a **poet** of sorts

She is a talented **poet** who has been recognized for her work.

# employee

- n. a person who is hired to work for a business or organization in exchange for wages or salary; a worker synonym: worker, staff, personnel
- (1) **employee** benefits, (2) **employee** evaluation
  The **employee** handbook outlines the rules and regulations that all employees must follow.

# prop

a piece of wood, metal, etc., placed beneath or against something to support it or keep it in position; a system, institution, or person that gives help or support to someone or something

synonym: support, buttress, column

(1) emotional **prop**, (2) **prop** stick We have finally lost our last **prop**.

# unfortunately

adv. by bad luck; unluckily

synonym: regrettably, unluckily, alas

(1) **unfortunately** caught in a shower, (2) even more **unfortunately** 

The treatments were done but, **unfortunately**, were unsuccessful.

#### schedule

 a list of planned activities, tasks, or things that must be completed showing when they are intended to happen or be done

synonym: agenda, program, itinerary

(1) a heavy **schedule**, (2) arrange my **schedule**So far, the meeting is going according to **schedule**.

#### decline

v. to become gradually smaller, fewer, worse, etc.; to refuse to accept

synonym: descend, drop, deny

(1) **decline** a job offer, (2) **decline** in quality

As people age, their digestive capacity also gradually **declines**.

#### discriminate

v. to treat a person or particular group of people worse or better than another, especially in an unfair way; to recognize or perceive the difference between people or things

synonym: show prejudice, segregate, differentiate

- (1) discriminate against women employees,
- (2) discriminate between different things

You should not **discriminate** against minorities.

# disparity

 a significant difference or inequality between two or more things

synonym: difference, inequality, gap

(1) the **disparity** between theory and reality, (2) income **disparity** 

There is a significant **disparity** in pay between men and women in the company.

#### determinant

 a factor, circumstance, or condition that contributes to the shaping, influencing, or determining of a particular outcome or result

*synonym*: cause, factor, element

(1) environmental **determinant**, (2) a **determinant** of crop yields

One **determinant** of success is having a positive attitude and a strong work ethic.

#### infant

n. a baby or very young child

synonym: baby, newborn, tot

(1) infant daughter, (2) infant food

Mozart was an infant prodigy.

#### mortality

- n. the quality or state of being subject to deathsynonym: fatality
- (1) **mortality** due to cancer, (2) lower infant **mortality** This disease has a high **mortality**.

# underprivileged

adj. lacking resources, opportunities, or advantages that are necessary for success

synonym: poor, disadvantaged, destitute

(1) poor and **underprivileged** elderly, (2) **underprivileged** communities

The **underprivileged** children were in dire need of food, clothing, and shelter.

#### unfortunate

adj. having bad luck or fortune; unlucky

synonym: unlucky, pitiful, wretched

(1) an **unfortunate** orphan, (2) an **unfortunate** situation The **unfortunate** accident caused many injuries and some fatalities.

#### outdated

adj. no longer useful or valid because of being old-fashioned synonym: obsolete, ancient, bygone

(1) become **outdated**, (2) **outdated** technology We replaced **outdated** equipment to improve factory productivity.

# amazing

adj. extremely surprising, especially in a way that you like or admire

synonym: exceptional, extraordinary, wonderful

(1) **amazing** advances, (2) the most **amazing** feeling The golfer recorded an **amazing** distance.

#### grace

 a quality of being pleasing, especially in appearance or manner; a temporary exemption, especially an extended period granted as a special favor; a short prayer of thanks before a meal

*synonym*: charm, poise, elegance

(1) say a **grace**, (2) end of the **grace** period

The old oak tree stood with **grace** and majesty in the park's center.

# compassionate

adj. feeling or showing sympathy and concern for the suffering or bad luck of others

synonym: empathetic, sympathetic, merciful

(1) a **compassionate** heart, (2) **compassionate** leave My father has a serious and **compassionate** personality.

#### acrostic

a form of writing in which the first letter of each line,
 paragraph, or stanza is arranged in a specific pattern to
 form a word or phrase

synonym: word puzzle, letter game, writing exercise

(1) **acrostic** verse, (2) **acrostic** word puzzle

The poem was an **acrostic**, with the first letter of each line spelling out a hidden message.

# poem

 a piece of writing that emphasizes the expression of feelings and ideas by paying particular attention to diction (sometimes rhyme), rhythm, and imagery

synonym: ballad, lyric, verse

(1) a narrative **poem**, (2) **poem** to the dead A great **poem** is a fountain forever overflowing with the waters of wisdom and delight.

#### involve

v. to include or affect someone or something as a necessary part of something else

synonym: implicate, include, engage

(1) **involve** a lot of paperwork, (2) **involve** a high degree of risk

The investigation **involves** several government agencies and is expected to take several months.

#### relevance

 the state or degree of being closely connected or appropriate to the matter at hand

*synonym*: pertinence, applicability, connection

(1) have no **relevance**, (2) **relevance** category

The **relevance** of this information to the current situation needs to be investigated.

# accuracy

 the state or degree of being exact or correct; the ability to perform something with proficiency and without mistake

synonym: precision, exactness, truthfulness

(1) degree of **accuracy**, (2) the **accuracy** of his compass To assure **accuracy**, I recommend investing in high-quality test kits.

# implement

- v. to put a decision, plan, or system into effect synonym: execute, enforce, put through
- (1) **implement** a corporate strategy, (2) **implement** security measures

The government promised to **implement** a new system to control the financial crisis.

#### encounter

v. to face something, particularly something unpleasant or difficult, while attempting to do something else; to meet, especially unexpectedly

synonym: meet, run into, come across

(1) **encounter** a crisis, (2) **encounter** a storm I'm prepared to **encounter** challenges throughout this adventure.

equip

v. to provide a person or a place with the things that are needed for a particular purpose or activity

*synonym*: prepare, furnish, provide

(1) **equip** an army, (2) **equip** our children with some special skills

The construction company **equipped** the building with an earthquake-resistant device.

#### awaken

- v. to stop sleeping or to cause someone to stop sleeping synonym: rouse, arouse, revive
- (1) **awaken** at daybreak, (2) **awaken** a child The friend's death **awakens** them.

#### develop

v. to grow or expand; to improve or refine through a process of progress and refinement, often to achieve greater sophistication or complexity; to elaborate or add detail to something that is in the process of being created

*synonym*: evolve, progress, advance

(1) **develop** a strategy, (2) **develop** a skill We must **develop** a new system to streamline our workflow and increase efficiency.

#### entitle

v. to give someone the right to have or do something; to give a title to someone or something

synonym: allow, permit, enable

(1) **entitle** him to a pension, (2) **entitle** the company to use the logo

The employee was **entitled** to a week of vacation time.

# equity

- n. the value of the shares issued by a company synonym: fairness
- (1) private **equity** firm, (2) **equity** capital market That company is cautious when it comes to **equity** investment.

#### environment

 the natural world such as air, water, and land in which humans, animals, and plants live

synonym: atmosphere, surroundings, climate

(1) **environment** affairs, (2) chaotic **environment**Every human is responsible for taking care of the Earth's **environment**.

#### hostile

adj. unfriendly or aggressively opposedsynonym: unfriendly, aggressive, antagonistic

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(1) take up a **hostile** attitude, (2) **hostile** environment The **hostile** takeover of the company was met with resistance from the employees.

#### frustrate

v. to hinder or prevent efforts, plans, or desires from doing, succeeding, or being fulfilled; to make someone feel upset or annoyed because they are unable to change or achieve something

synonym: hinder, thwart, dishearten

(1) **frustrate** the advancement, (2) **frustrate** other team members

The coach explained a strategy to **frustrate** the opponent's schemes to the players.

#### escalate

to increase in intensity, size, or severity; to make something greater, worse, or more serious

synonym: increase, intensify, expand

(1) **escalate** into a major international incident, (2) to **escalate** 

The situation quickly **escalated** and turned violent.

# importance

- n. the quality of being important and worthy of notesynonym: significance, primacy, matter
- (1) a man of **importance**, (2) high **importance** I stopped by the branch though I have no business of **importance**.

#### conviction

 a strong belief or opinion, especially one that is based on principles or evidence; (criminal law) a final judgment of guilty in a criminal case and the punishment that is imposed

synonym: belief, certainty, faith

(1) moral **conviction**, (2) **conviction** for murder She spoke with **conviction** about the importance of education.

#### instruction

*n.* detailed direction, order, etc., on how to do or use something

*synonym*: education, direction, guidance

(1) individual **instruction**, (2) follow his **instructions**They needed further **instruction** to perform their duties efficiently.

# dialogue

- n. a conversation in a book, play, or filmsynonym: conversation, discussion, talk
- (1) Platonic **dialogues**, (2) the form of a **dialogue**He recorded the **dialogue** at the time of the incident.

#### bias

 a strong feeling in favor of or against one group of people, an idea, or thing, often not based on fair judgment

synonym: inclination, partiality, predilection

(1) **bias** against a big company, (2) have a **bias** toward socialism

She researched gender bias in politics.

#### unconscious

adj. in the state of lacking awareness and the capacity for sensory perception, especially as the result of a head injury or illness

synonym: comatose, paralyzed, senseless

(1) **unconscious** bias, (2) a person who is **unconscious** I know his **unconscious** habit that he touches his face when he lies.

# conscious

adj. being aware of and able to respond to what is happening around you

synonym: aware, cognizant, deliberate

(1) **conscious** effort, (2) **conscious** of having succeeded He became **conscious** that he was being followed.

#### engage

v. to attract and keep someone's attention and interest; to participate in or obtain services of something

synonym: confront, employ, amuse

- (1) **engage** in environmental protection activities,
- (2) engage a new employee

Many multinational companies are **engaged** in the reconstruction of that country.

# perspective

a confident attitude toward something; a particular style of thinking about something

*synonym*: viewpoint, standpoint, outlook

(1) a **perspective** view, (2) the **perspective** of the battle His father's death changed his whole **perspective** on life.

attitude

- n. the way you think and feel about someone or somethingsynonym: mindset, perspective, philosophy
- (1) **attitude** toward mistakes, (2) **attitude** control She had the **attitude** that work was fun.

#### translate

- v. to convert or change words into another language synonym: convert, transcribe, render
- (1) **translate** a document into English, (2) **translate** the emotion to a movement

Translate the text from Italian into English.

#### eliminate

- v. to remove or get rid of someone or somethingsynonym: wipe out, destroy, eradicate
- (1) **eliminate** contestants, (2) **eliminate** sexual barriers We can **eliminate** this possibility from those consumptions.

# transition

 the process or period of changing from one state or circumstance to another

*synonym*: change, growth, shift

(1) **transition** phase, (2) ensure a smooth **transition**The nation's healthcare system is in **transition** at the moment.

# shocking

adj. extremely or surprisingly bad, or causing a strong emotional response such as surprise or disgust

synonym: startling, surprising, astounding

(1) **shocking** response, (2) **shocking** revelation

The news of the accident was **shocking** and left many in shock.

# knowledgeable

- adj. having or showing extensive knowledge, expertise, or understanding of a particular subject or fieldsynonym: well-educated, informed, well-informed
- (1) **knowledgeable** staff, (2) **knowledgeable** advice She is quite **knowledgeable** about the latest trends in technology.

#### statistician

- n. a person who studies or is an expert in statisticssynonym: actuary
- (1) professional **statisticians**, (2) environmental **statistician**

The firm employs several **statisticians** to develop a recommendation engine.

# responsible

- adj. answerable or accountable for something within one's power, control, or management
- synonym: accountable, answerable, liable
- (1) **responsible** action, (2) **responsible** for a customer service

She's a **responsible** pet owner who ensures her dog gets enough exercise and a healthy diet.

#### empower

- v. to give someone the power or authority to do something synonym: authorize, endow, entitle
- (1) **empower** my life, (2) **empower** the secretary to do the same

The company **empowered** employees to buy low-price items without approval to achieve efficient purchasing.

#### communicate

v. to share or exchange information with others by speaking, writing, moving your body, or using other

# signals

synonym: convey, share, transmit

- (1) communicate his anxieties to the psychiatrist,
- (2) communicate well with my advisor

Dolphins use sound to **communicate** with each other.

# **Session 2: Spelling**

1.	dee in quality	<i>v</i> .	to become gradually smaller, fewer, worse, etc.; to refuse to accept
2.	elle for a refund	adj.	having the required qualities or satisfying the necessary criteria
3.	region for a course	n.	the process of recording or enrolling for a particular course or event; the action or process of officially recording or enrolling something, such as a name or trademark
4.	ine a high degree of risk	v.	to include or affect someone or something as a necessary part of something else
5.	uncus bias	adj.	in the state of lacking awareness and the capacity for sensory perception, especially as the result of a head injury or illness
6.	a man of impce	n.	the quality of being important and worthy of note
7.	sales repive	n.	someone who speaks or acts officially on behalf of another person or group of people
8.	disate against women employees	ν.	to treat a person or particular group of people worse or better than another, especially in an unfair way; to recognize or perceive the difference between people or things
9.	moral conon	n.	a strong belief or opinion, especially one that is based on principles or evidence; (criminal law) a final judgment of guilty in a criminal case and the punishment that is imposed

ANSWERS: 1. decline, 2. eligible, 3. registration, 4. involve, 5. unconscious, 6. importance, 7. representative, 8. discriminate, 9. conviction

ANSWERS: 10. complexity, 11. frustrate, 12. statistics, 13. underprivileged, 14. shocking, 15. deport, 16. relevance, 17. involve, 18. mortality, 19. perspective

ANSWERS: 20. hostile, 21. underprivileged, 22. patient, 23. translate, 24. accuracy, 25. bias, 26. schedule, 27. schedule, 28. poet, 29. sassy

30	apI the tourists	v.	to shock or disgust; to fill with dismay
	z_p file	n.	a fastener made of interlocking teeth or ridges that is used to join two edges or pieces of fabric; a sound or motion that resembles the sound made by a zipper when it is pulled; (of a computer) a popular file compression and archiving format; (short for Zone Improvement Plan) a system of postal codes used in the United States to help facilitate mail delivery more efficiently
32.	degree of accy	n.	the state or degree of being exact or correct; the ability to perform something with proficiency and without mistake
33.	det dissidents from the party	<i>v</i> .	to force someone to leave a country, typically on the grounds of illegal status or for having committed a crime
34.	rt online	ν.	to talk or complain in a loud, angry, or intense manner, often for an extended period of time, usually about something that one feels strongly about
35.	knoble advice	adj.	having or showing extensive knowledge, expertise, or understanding of a particular subject or field
36.	diet conversation	adj.	characterized by the ability to keep secrets or maintain confidentiality; showing prudence, tact, or reserve in behavior or speech; not likely to draw attention or cause offense
37.	chaotic envnt	n.	the natural world such as air, water, and land in which humans, animals, and plants live
ANSWERS: 30. appall, 31. zip, 32. accuracy, 33. deport, 34. rant, 35. knowledgeable, 36. discreet, 37. environment			

ANSWERS: 38. prop, 39. grocery, 40. grace, 41. perspective, 42. instruction, 43. environment, 44. bias, 45. unfortunately, 46. infant, 47. acrostic

arranged in a specific pattern to form a

word or phrase

ANSWERS: 48. healthcare, 49. disparity, 50. identify, 51. compassionate, 52. supervisor, 53. entitle, 54. unfortunate, 55. retail, 56. equity, 57. appall, 58. march, 59. determinant

ANSWERS: 60. equip, 61. mortality, 62. amazing, 63. grace, 64. depart, 65. empower, 66. cashier, 67. representative, 68. sassy, 69. clerk

ANSWERS: 70. relevance, 71. infant, 72. discriminate, 73. employee, 74. invite, 75. instruction, 76. dialogue, 77. engage, 78. eliminate, 79. responsible, 80. acrostic

of each line, paragraph, or stanza is arranged in a specific pattern to form a

word or phrase

ANSWERS: 81. conscious, 82. decline, 83. gender, 84. hostile, 85. unfortunate, 86. discreet, 87. compassionate, 88. healthcare, 89. unconscious

0.	oued technology	adj.	no longer useful or valid because of being old-fashioned
1.	private eqy firm	n.	the value of the shares issued by a company
2.	imnt security measures	<i>v</i> .	to put a decision, plan, or system into effect
93.	ger-blind policies	n.	the range of characteristics of feminin and masculinity and differentiating between them, especially when considering social and cultural differences rather than differences in biology
)4.	gre an image	n.	a place where a dead body is buried, typically marked by a headstone or other memorial; a very serious, solem or important matter; (verb) to carve, cor etch a design, inscription, or mark onto a hard surface, such as stone or metal; (adjective) serious, solemn, or weighty in nature
95.	atde toward mistakes	n.	the way you think and feel about someone or something
96.	region agency	n.	the process of recording or enrolling for a particular course or event; the action or process of officially recording or enrolling something, such as a name trademark
97.	stacs for cancer	<i>n</i> .	the discipline that concerns the collection, organization, analysis, interpretation, and presentation of dat

98. income dity
99. ma_h east
100. ener a storm
101. to este
102. amg advances
103. conion in English
104. a friendly conion
105. ine criticism
106. pm to the dead
107. run a gry
108. pp stick

- a significant difference or inequality between two or more things
- v. to walk militarily with stiff, regular steps
- v. to face something, particularly something unpleasant or difficult, while attempting to do something else; to meet, especially unexpectedly
- to increase in intensity, size, or severity;
   to make something greater, worse, or more serious
- adj. extremely surprising, especially in a way that you like or admire
- n. an informal talk between two or more people to exchange their views, ideas, information, etc.
- an informal talk between two or more people to exchange their views, ideas, information, etc.
- v. to ask someone to come or join; to offer an opportunity or possibility for something to happen or take place
- a piece of writing that emphasizes the expression of feelings and ideas by paying particular attention to diction (sometimes rhyme), rhythm, and imagery
- a shop that sells food and other household items
- n. a piece of wood, metal, etc., placed beneath or against something to support it or keep it in position; a system, institution, or person that gives help or support to someone or something

ANSWERS: 98. disparity, 99. march, 100. encounter, 101. escalate, 102. amazing, 103. conversation, 104. conversation, 105. invite, 106. poem, 107. grocery, 108. prop

ANSWERS: 109. transition, 110. identify, 111. offend, 112. complexity, 113. ethnicity, 114. shocking, 115. retail, 116. specialize, 117. frustrate, 118. dialogue, 119. translate

ANSWERS: 120. statistician, 121. statistician, 122. unfortunately, 123. hesitate, 124. poet, 125. retirement, 126. awaken, 127. attitude, 128. retirement, 129. escalate, 130. rant, 131. conviction

of guilty in a criminal case and the

punishment that is imposed

to attract and keep someone's attention 132. en e in environmental protection ν. and interest; to participate in or obtain activities services of something 133. en\_\_\_e the company to use the to give someone the right to have or do ν. something; to give a title to someone or logo something 134. en\_\_\_\_er a crisis to face something, particularly ν. something unpleasant or difficult, while attempting to do something else; to meet, especially unexpectedly 135. aw\_\_\_n at daybreak to stop sleeping or to cause someone to ν. stop sleeping to put a decision, plan, or system into 136. im to a corporate strategy ν. effect to become an expert in a specific career 137. spe ze in child care ν. field, study, or business 138. of d a customer to cause someone to feel upset, angry, ν. or annoyed to grow or expand; to improve or refine 139. de\_\_\_\_p a strategy ν. through a process of progress and refinement, often to achieve greater sophistication or complexity; to elaborate or add detail to something that is in the process of being created a place where a dead body is buried, 140. gr\_\_e mistake typically marked by a headstone or other memorial; a very serious, solemn, or important matter; (verb) to carve, cut, or etch a design, inscription, or mark

ANSWERS: 132. engage, 133. entitle, 134. encounter, 135. awaken, 136. implement, 137. specialize, 138. offend, 139. develop, 140. grave

onto a hard surface, such as stone or metal; (adjective) serious, solemn, or

weighty in nature

ANSWERS: 141. employee, 142. outdated, 143. determinant, 144. zip, 145. supervisor, 146. clerk, 147. communicate, 148. hesitate

149.	dep a skill	ν.	to grow or expand; to improve or refine through a process of progress and refinement, often to achieve greater sophistication or complexity; to elaborate or add detail to something that is in the process of being created
150.	high impce	n.	the quality of being important and worthy of note
151.	cous effort	adj.	being aware of and able to respond to what is happening around you
152.	knoble staff	adj.	having or showing extensive knowledge, expertise, or understanding of a particular subject or field
153.	with respect to etty	n.	the cultural characteristics of a particular group, such as language, religion, and traditions, that distinguish them from other groups
154.	elle candidates	adj.	having the required qualities or satisfying the necessary criteria
155.	emr the secretary to do the same	ν.	to give someone the power or authority to do something
156.	bank car	n.	an employee responsible for handling transactions, such as payments or returns, in a store or other business
157.	det from the faith	<i>v</i> .	to go away or leave, especially to start a journey
158.	eqp our children with some special skills	v.	to provide a person or a place with the things that are needed for a particular purpose or activity

ANSWERS: 149. develop, 150. importance, 151. conscious, 152. knowledgeable, 153. ethnicity, 154. eligible, 155. empower, 156. cashier, 157. depart, 158. equip

Vocab-Builder Ref from "Tamekia MizLadi Smith: How to train	emplo	yees to have difficult conversations   TED Talk" (82 words)
159. traon phase	n.	the process or period of changing from one state or circumstance to another
160. resle action	adj.	answerable or accountable for something within one's power, control, or management
161. comte well with my advisor	v.	to share or exchange information with others by speaking, writing, moving your body, or using other signals
162. pat in the hospital	n.	a person who is receiving medical treatment, care, or attention from a healthcare professional, such as a doctor, nurse, or therapist; a personal quality or characteristic
163. a narrative pm	n.	a piece of writing that emphasizes the expression of feelings and ideas by paying particular attention to diction (sometimes rhyme), rhythm, and imagery
164. elte contestants	v.	to remove or get rid of someone or something

ANSWERS: 159. transition, 160. responsible, 161. communicate, 162. patient, 163. poem, 164. eliminate

# **Session 3: Fill in the Blanks**

1 We want to you to our annual charity event
1. We want to you to our annual charity event.
v. to ask someone to come or join; to offer an opportunity or possibility for something to happen or take place
2 the text from Italian into English.
v. to convert or change words into another language
3. The treatments were done but, were unsuccessful.
adv. by bad luck; unluckily
4. The situation quickly and turned violent.
$\nu$ . to increase in intensity, size, or severity; to make something greater, worse, o more serious
5. The coach explained a strategy to the opponent's schemes to the players.
v. to hinder or prevent efforts, plans, or desires from doing, succeeding, or being fulfilled; to make someone feel upset or annoyed because they are unable to change or achieve something
6. I know his habit that he touches his face when he lies.
adj. in the state of lacking awareness and the capacity for sensory perception, especially as the result of a head injury or illness
7. The troops shoulder-to-shoulder.
v. to walk militarily with stiff, regular steps
ANSWERS: 1. invite, 2. Translate, 3. unfortunately, 4. escalated, 5. frustrate, 6. unconscious, 7. marched

15. I have to check with my before making any changes.
n. a person who oversees or directs the work of others
<ul> <li>16. The industry has been affected by the rise of online shopping.</li> <li>n. the sale of goods or services to consumers, especially in small quantities, either directly to the end customer or through retail outlets</li> </ul>
17. The friend's death them.
v. to stop sleeping or to cause someone to stop sleeping
18. The construction company the building with an earthquake-resistant device.
v. to provide a person or a place with the things that are needed for a particular purpose or activity
19. My father has a serious and personality.  adj. feeling or showing sympathy and concern for the suffering or bad luck of others
20. The takeover of the company was met with resistance from the employees.
adj. unfriendly or aggressively opposed
21. The restaurant has chefs who in beef.
v. to become an expert in a specific career field, study, or business
22. The handbook outlines the rules and regulations that all employees must follow.
<ul> <li>a person who is hired to work for a business or organization in exchange for wages or salary; a worker</li> </ul>
ANSWERS: 15. supervisor, 16. retail, 17. awakens, 18. equipped, 19. compassionate, 20. hostile, 21. specialize, 22. employee

48.	The golfer recorded an distance.	
adj	extremely surprising, especially in a way that you like or admire	
49.	A great is a fountain forever overflowing with the waters of wisdom and delight.	
n.	a piece of writing that emphasizes the expression of feelings and ideas by paying particular attention to diction (sometimes rhyme), rhythm, and imagery	
50.	I stopped by the branch though I have no business of	
n.	the quality of being important and worthy of note	
51.	The doctor carefully examined the medical history.	
n.	a person who is receiving medical treatment, care, or attention from a healthcare professional, such as a doctor, nurse, or therapist; a personal quality or characteristic	
52.	My son has been getting recently.	
adj	rude and showing a lack of respect; energetic, bold, and full of spirit	
53.	His father's death changed his whole on life.	
n.	a confident attitude toward something; a particular style of thinking about something	
54.	Cultural norms strongly influence expectations.	
n.	the range of characteristics of femininity and masculinity and differentiating between them, especially when considering social and cultural differences rather than differences in biology	
55.	This disease has a high	
n.	the quality or state of being subject to death	
ANSWERS: 48. amazing, 49. poem, 50. importance, 51. patient's, 52. sassy, 53. perspective, 54. gender, 55. mortality		

ANSWERS: 65. conviction, 66. shocking, 67. encounter, 68. knowledgeable, 69. cashier, 70. conversation, 71. statisticians, 72. graves

81. n.	She had thethe way you think and	that work was fun.  d feel about someone or something	
82.	The of this investigated.	information to the current situation needs to be	
n.	the state or degree o hand	f being closely connected or appropriate to the matter at	
ANSWERS: 81. attitude, 82. relevance			