

The Quiet Proposal

Nombre: _____ Fecha: _____

For three weeks, Eva had kept a document called “Small improvements” on her laptop. It contained a plan to reduce the time her team spent answering the same customer questions. She had shown it to nobody, partly because she was new and partly because the plan was unfinished.

During a team meeting, her manager mentioned that several customers had complained about slow replies. Eva nearly raised her hand, then decided to wait until she had better figures. By the end of the meeting, two colleagues had suggested hiring more staff.

That afternoon, Eva asked her colleague Tom to read the document. He liked the idea of a shared answer library, but noticed that it did not explain who would keep the information up to date. Together they added a simple weekly review process.

Eva sent the proposal to her manager the following morning. Instead of claiming that it would solve everything, she suggested testing it with one type of question for two weeks. She also named the information they would collect to decide whether the trial was useful.

The manager agreed to the trial and asked Tom to help. Some answers still needed individual attention, but routine replies became easier to find. Eva realised that sharing an unfinished idea with the right person had improved it more than another week of working alone would have.

Read and choose the best answer.

1. Why had Eva kept the plan to herself?

A. She was new and felt it was unfinished. / B. Her manager had banned proposals. / C. Tom had asked her to hide it.

2. What did two colleagues suggest?

A. Closing the customer service team. / B. Hiring more staff. / C. Buying new laptops.

3. What weakness did Tom identify?

A. The document was too short to open. / B. There were no customer questions. / C. Nobody was responsible for updating the library.

4. How did Eva reduce the risk of her proposal?

A. She suggested a limited two-week trial. / B. She promised it would solve every problem. / C. She removed all measurements.

5. What does Eva learn from the experience?

A. An idea must always be perfect before sharing. / B. Sharing an early idea can make it better. / C. Working alone is the only useful approach.

After reading: explain the main situation in your own words.

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Objetivo de la actividad

Eva retrasa una propuesta hasta que un compañero la ayuda a mejorarla. En lugar de prometer una solución total, propone una prueba limitada. Observa qué motivos explican sus decisiones.

Propuesta de sesión: 20-30 minutos

1. Activa el tema sin revelar las respuestas.
2. Primera lectura individual para comprender la situación.
3. Respuestas en parejas: pide una frase del texto como evidencia.
4. Compara las explicaciones y vuelve al texto.
5. Termina con un resumen o una situación personal relacionada.

Soluciones con explicación

1. A - She was new and felt it was unfinished.
El primer párrafo da los dos motivos. Pista: párrafo 1.
2. B - Hiring more staff.
Esa fue la solución propuesta durante la reunión. Pista: párrafo 2.
3. C - Nobody was responsible for updating the library.
Faltaba decidir quién mantendría la información. Pista: párrafo 3.
4. A - She suggested a limited two-week trial.
Probó una categoría de preguntas durante dos semanas. Pista: párrafo 4.
5. B - Sharing an early idea can make it better.
El final compara la colaboración con seguir trabajando sola. Pista: párrafo 5.

Vocabulario contextual

raised her hand: levantó la mano / up to date: actualizado / trial: prueba piloto / routine replies: respuestas habituales

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