

VOCABULARY

10 Communication

Complete the text below using the words from the box.

blogs and wikis briefings channels download electronic
face-to-face intranet post print upload workplace

At my company, we use various¹ of communication. Sometimes people talk about the 'paperless' office, but at my company,² communication – letters, notes and messages – are very important. But I think³ communication – direct contact with other people in meetings, team meetings, forums, conferences and⁴ – is probably the most important.

One form of communication we rarely use is⁵ communication. We don't have any notice boards or signs around the office. Instead, we use⁶ communication – mostly computers, for e-mail. And we actively use our company⁷, which has really helped to create an internal community. We often post profiles, write⁸, and participate in discussion forums. We use electronic message boards to⁹ ideas and comments and we sometimes¹⁰ images from our computers to discuss with other employees around the world. They may also be able to¹¹ information from the intranet to their computers.

TALKING ABOUT
FUTURE PLANS;
WILL

Correct each sentence by putting *to*, *will* ('I'll) or a form of *to be* in the correct position.

- 1 You have a meeting now, so you can't phone Dimitri. But don't worry, I do it.
- 2 What Lance doing on Monday morning?
- 3 We meeting the legal team on Tuesday.
- 4 They're not going attend the conference.
- 5 Mr Shen and Mr Lee going to give a presentation together.
- 6 After we upgrade our network, computer security not be a problem.
- 7 OK, then: I write an e-mail to Jean-Luc.
- 8 We're going redesign our website next month.

SKILLS

Match the responses (a–f) to the questions/statements (1–6).

- | | |
|--|---|
| 1 What time is good for you next Tuesday? | a) Yes, that's fine for me. |
| 2 How about 10 o'clock on Tuesday? | b) Sorry I didn't make it on time.
The traffic was very bad. |
| 3 I'm sorry I missed the meeting last Monday.
My flight was late. | c) I can make six o'clock.
We can have dinner together. |
| 4 What's a good day for you? | d) I'm sorry, I can't make Monday. |
| 5 Is next Monday morning OK for you? | e) Don't worry, I'll tell you about it. |
| 6 Oh, you're here. Come in! | f) Monday. |

VOCABULARY

11 Cultures

Complete the sentences below using the words from the box.

annual leave casual Fridays childcare flexitime formal informal
job title part-time public holiday shift work social uniform

- 1 I don't wear business clothes to work at the end of the week, because we have in my office.
- 2 In our factory, all the workers wear the company
- 3 The factory runs 24 hours a day. So for two weeks each month, some workers work at night. keeps the factory going, but some workers hate it.
- 4 We have in my office, so I can choose to work from nine to five or from 10 to six.
- 5 Pietro's company gives him 14 days'
- 6 Raul has a job as an accountant for a small marketing firm. He works 20 hours per week.
- 7 Next Monday is a, so the office will be closed.
- 8 When children are ill and off school, it can be difficult to arrange, so parents often have to miss a day of work.
- 9 My is Marketing Director.
- 10 My office is Everyone uses first names when they speak to each other.
- 11 When the CEO visits the office, we can't relax. We have meetings, and everyone is very serious.
- 12 I enjoy meetings with my colleagues outside of work. Sometimes we go out for a meal in the evening, or play golf at the weekend.

**COULD/WOULD,
SHOULD/
SHOULDN'T**

Choose the best words to complete these conversations.

- A: *Could / Would*¹ I have a copy of the budget, please?
B: Sorry, Mr Cox said I *should / shouldn't*² give it to anyone.
- C: *Would / Should*³ you like some help?
D: Yes, please. *Should / Could*⁴ you hold the door for me, please?
- E: This report isn't complete. There *would / should*⁵ be another section.
F: You *should / would*⁶ ask Ping about it. He wrote it.
- G: There aren't any taxis. What *should / could*⁷ we do?
H: We *could / would*⁸ phone Marcus and ask for a lift.

WRITING

You are a manager at the head office of a company. One of your overseas branches has a lot of problems.

Write an e-mail (about 150 words) to Marcos Flores, the Branch Manager. Say what you think are the *three* biggest problems in the list below and suggest a solution to each of them.

Problems identified

- People don't like wearing formal clothes to the office all the time.
- There are many long, informal meetings that take a lot of time.
- Employees who have children find the 8.30–5.30 working day very difficult.
- Staff don't like the new office manager.
- People spend a lot of time writing reports.
- Staff say it's difficult to talk to the manager (Marcos Flores) – they always have to phone or send e-mails.

12 Jobs

Choose the best word to complete these sentences.

- 1 How can we *motivate / deal with* staff to work harder? What can we offer them?
- 2 Can you *cope with / organise* strict deadlines and a lot of pressure?
- 3 I have to *manage / train* new employees to use our software.
- 4 Jeremy helped to *develop / set up* a new branch office in Lisbon.
- 5 Mr Allegro is on the phone and he isn't happy. Can you *deal with / motivate* his complaint, please?
- 6 I'd like to *train / organise* a conference for early next year.
- 7 Alexi *sets up / manages* a team of about 40 people.
- 8 We have a basic idea in mind, but we really need to *develop / cope with* it.

VOCABULARY

PAST SIMPLE AND
PRESENT PERFECT

Complete this text with the correct form (past simple or present perfect) of the verb in brackets.

Nouf Al Sudais¹ (*study*) at the London School of Economics from 2004 to 2008. Then he² (*apply*) for jobs in London. He³ (*get*) a job in a bank and has worked there since that time. Since last year, he⁴ (*take*) several classes in finance at the LSE and he's now considering going back for a Master's degree.

Nouf is fluent in Arabic and English and he⁵ (*study*) some French, too. He⁶ (*always enjoy*) language study. He loves working in a job where he can use his languages.

Through his work, Nouf⁷ (*meet*) people from all over the world. His office works closely with an office in Australia, so he⁸ (*go*) to Australia about 10 times in the past two years. He⁹ (*visit*) Japan and China on business, too.

Last year, Nouf's friend Jamal¹⁰ (*ask*) Nouf to apply for a job at Jamal's company in Jeddah. But Nouf¹¹ (*not apply*). He likes his job in London, and he isn't ready to leave. He visits his family in Riyadh every year, and last year he¹² (*see*) them two or three times.

SKILLS

Put the words in the correct order to make questions.

- 1 you / at / What / good / are / ?
- 2 special / any / Do / skills / you / have / ?
- 3 job / What / your / did / last / you / from / learn / ?
- 4 about / like / you / your / didn't / last / What / job / ?
- 5 time / What / free / do / your / you / in / do / ?
- 6 your / What / main / are / interests / ?
- 7 in / want / do / to / What / the / you / future / do / ?
- 8 years' / be / want / do / to / you / Where / in / 10 / time / ?

WRITING

Answer the questions in the Skills exercise above. Invent the answers if necessary.

Cultures 4: Team working

A Choose the best words to complete the text.

Most jobs require people to work in teams. If you do business internationally, it's good to understand basic cultural information about team work.

Research shows that East Asian cultures – Indonesia, Japan, South Korea, Malaysia, Singapore and China – tend to *like / dislike*¹ working in groups. It feels *awkward / natural and comfortable*² in these societies. They tend to put the group *after / before*³ the individual.

But other cultures value *team work / the individual*⁴, too. Scandinavians – Danes, Norwegians and Swedes – are *not good / good*⁵ team players. However, teams do not always work closely together in these cultures. Once team members are given a task, they usually want the freedom to complete it without too much control.

Finland, a neighbour of Norway and Sweden, *isn't / is*⁶ the same as its neighbours. Finland's attitude to team work is more like some southern European countries, as Finns *rarely / often*⁷ prefer to work on their own. In Portugal, Italy and Greece, teams *can often be / aren't usually*⁸ individuals working on their own and reporting to a strong leader. They *work / don't work*⁹ in close cooperation. In this case, team leaders *need to / don't need to*¹⁰ give a clear focus and direction for each team member.

B Based on the attitudes to team work described in Exercise A, choose the odd country out in each list.

- | | | |
|-------------|-------|-----------|
| 1 Indonesia | Japan | Portugal |
| 2 Malaysia | Spain | Greece |
| 3 Finland | Italy | Indonesia |