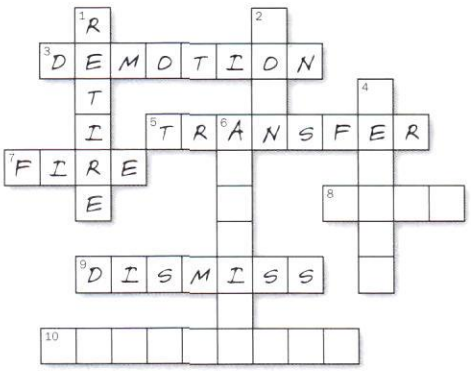
Additional material

1.2 Vocabulary Work organization and responsibility

Defining words (page 13, exercise 8)

Student A

Give Student B definitions for 1, 3, 5, 7 and 9. Student B will give you definitions for 2, 4, 6, 8 and 10 to help you complete the crossword.



1.3 Grammar Past tenses and advice structures

Giving advice (page 15, Exercise 9)

Student A

1 You have recently started work with a well-known firm of management consultants. Ask your partner for advice about the problems below, and react to their suggestions. Use the expressions in the box to help you.

1 You work from 8am to 7pm every day but you can never finish your work.
2 You find it difficult to set goals.
3 Your clients don't take you seriously: they think you're too young for the job.
4 Every time you call a friend, your colleagues give you black looks.
5 You have lots of ideas to share in meetings, but your boss keeps interrupting you.

I'm having problems with ... Can you give me any advice?
Do you have any ideas about how to ...?
What do you suggest I do about ...? I just can't seem to ...
What would you do? I see what you mean, (but ...)
You've got a point, (but ...) You may be right, (but ...)
OK, point taken. Yes, you're quite right.

2 Your partner will tell you about their problems. Suggest two or three alternatives for each problem. Use the expressions in the box to help you.

Have you tried –ing ...? Have you considered –ing ...?
How about –ing ...? Have you thought of –ing ...?
You could ... Why don't you ...? You might want to ...

1.4 Speaking Meetings one-to-one

Roleplay (page 17, Exercise 7)

Student A

1 You are a new employee at the R&D laboratory of a Finnish electronics company. You come from Brazil. You find the atmosphere in the company *miserable: people work alone, mostly in silence, so you try to make them* happy by being friendly, sharing sweets and biscuits, and singing songs. You have a lot of work: because you work best in the evening, you stay late to finish it. You think the centre would be more productive if everyone relaxed and enjoyed their work. Your supervisor, Student B, has asked you to attend an informal meeting: this is an opportunity for you to explain your ideas and give Student B some helpful advice.

2 You are Student B's supervisor at a large travel agency in Australia. You are worried about Student B because he/she refuses to communicate with other members of staff and hardly speaks in staff meetings. You have given Student B a lot of responsibility because you feel he/she has excellent potential, but he/she is not sharing the work with the team. The travel business has a reputation for extreme stress, and you are concerned that Student B is trying to do too much. Australians value teamwork and consider sports and social events an integral part of corporate life. Hold an informal meeting with Student B to advise him/her on how to relate to colleagues and achieve a better work-life balance.
Start the meeting by asking Student B if he/she is enjoying the job.

1.6 Case study Counselling

Roleplay (page 21, Exercise 6)

Problem holder A: Tokyo

You are experiencing culture shock in Tokyo. After two months in the marketing department of a large electronics company, you feel that you have achieved nothing. Your job description is very general; you spend most of your time processing answers to long market survey questionnaires. You are a very creative person, but when you suggest new ideas at meetings, they are usually met with silence. One colleague was very upset because you drew attention to a mistake in his presentation.

Your apartment is very small and your journey to work takes 90 minutes each way. After a long day at work, your colleagues do not understand that you do not have time to go to the restaurant with them. You would like to learn Japanese to communicate better, but when you meet Japanese people socially, they always want to speak English. You feel you are wasting your time and learning nothing.

2.1 About business Call centres

Roleplay (page 22, Exercise 6)

Role A

You are going to take part in a debate. Try to convince the others in your group of the benefits of setting up your call centres in a low-cost country like India or the Philippines. As well as your own ideas, refer to the following:

Outsourcing enables companies to
- reduce costs
- be more competitive by offering customers lower prices and better service
- preserve jobs in production
- benefit from more competent and more motivated staff
- bring new technology to developing countries
- help developing countries to improve their economies.

Locating the call centre in your own country would be too expensive and using cloud-based technology could make the company over-dependent on technology you don't have in-house expertise to manage.

2.4 Speaking Dealing with problems by telephone

Giving instructions (page 28, Exercise 1)

Student A

Without saying what it represents, give Student B instructions to draw the symbol in Grid 1. Student B will then give you instructions to draw another symbol in Grid 2.

1

	13			30				14
40			15				50	
		16				60		
	17				70			
	18			80				19
90			99				88	
		77				66		
	55				44			
	33			22				11
10			9				8	

2

A				B				C	
	D				E				F
		G				H			
			I				J		
K				L				M	
	N				O				P
		Q				R			
			S				T		
U				V				W	
	X				Y				Z