

# Additional material

## 1.6 Case study The glass ceiling

Discussion (page 21, Exercise 7)

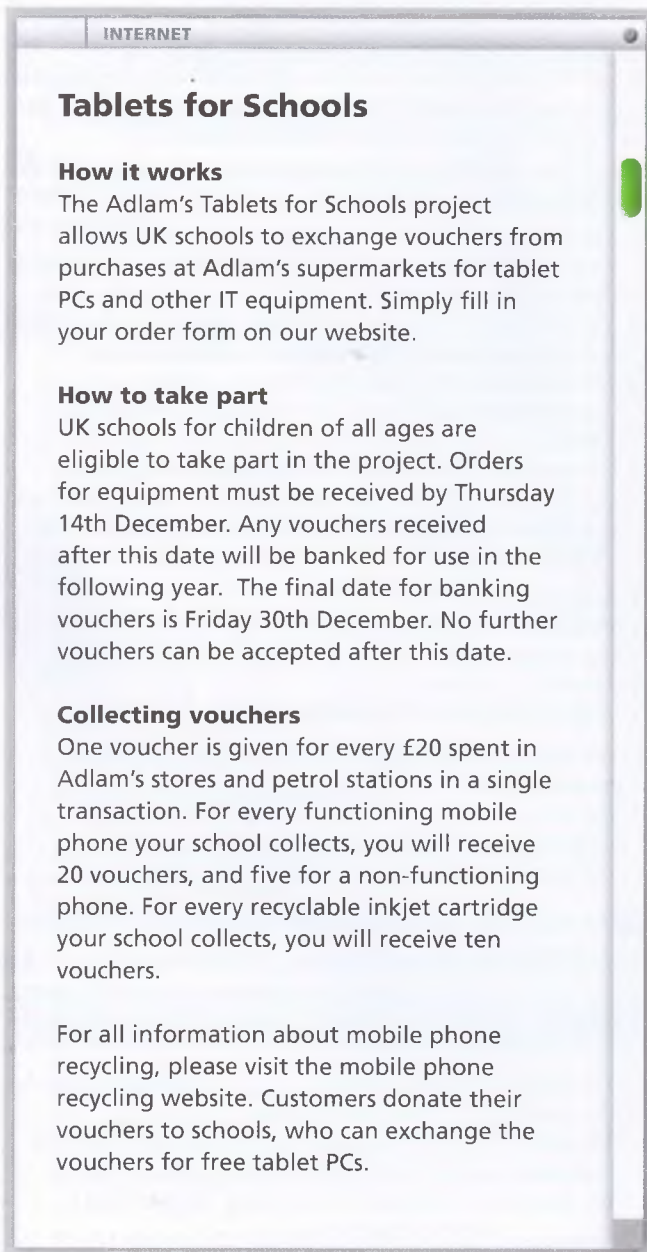
Student A

Argue the case for doing the MBA and whatever else it takes to change attitudes at SEVS and get to the top. Too many women give in too easily and never fulfil their potential: Gemma shouldn't waste her talent.

## 2.2 Vocabulary Corporate social responsibility

Discussion and presentation (page 25, Exercise 7)

Group A



INTERNET

### Tablets for Schools

**How it works**  
The Adlam's Tablets for Schools project allows UK schools to exchange vouchers from purchases at Adlam's supermarkets for tablet PCs and other IT equipment. Simply fill in your order form on our website.

**How to take part**  
UK schools for children of all ages are eligible to take part in the project. Orders for equipment must be received by Thursday 14th December. Any vouchers received after this date will be banked for use in the following year. The final date for banking vouchers is Friday 30th December. No further vouchers can be accepted after this date.

**Collecting vouchers**  
One voucher is given for every £20 spent in Adlam's stores and petrol stations in a single transaction. For every functioning mobile phone your school collects, you will receive 20 vouchers, and five for a non-functioning phone. For every recyclable inkjet cartridge your school collects, you will receive ten vouchers.

For all information about mobile phone recycling, please visit the mobile phone recycling website. Customers donate their vouchers to schools, who can exchange the vouchers for free tablet PCs.

## 2.4 Management skills Time management

Discussion (page 28, Exercise 3)

Student A

**Monday** sees us switching into high gear after the weekend. doctors warn we are 33% more likely to have a heart attack on a Monday. Given that people are more demanding and aggressive, this is a day for delegating, setting goals, following your boss's instructions and avoiding conflict. **Tuesday** is the peak day for work output and efficiency for many people, and therefore one of the best days to have meetings. However, a new study suggests that productivity is curbed mid-afternoon when it's peak time for online job-hunting.

**Wednesday** is transition day between hardball, demanding behaviour and a more amenable disposition, but the focus is still on getting things done. This is the best day for creative thinking, strategy and brainstorming.

## 4.4 Management skills Assertiveness

Roleplay (page 55, Exercise 7)

Student A

Situation 1

You are a union representative at a telecoms company. Your members are network technicians who currently work two shifts, one week early, from 6am to 2pm, and the other week late, from 2pm to 10pm. You have just heard rumours that, because of increased demand, management are now planning to open a third, night shift, from 10pm to 6am. You are furious, firstly because you have not been consulted, and secondly because working nights would be impossible for many of your members, especially the women. You feel that management are trying to exploit your members; you go to the HR Manager's office to find out if the rumours are true.

Situation 2

You are the head of the accounts department of a large company. You know that some of your staff are unhappy with their working conditions, and with the Office Manager, Mr Jamal. Some of their complaints are justified, but generally conditions are better than in most departments, and Mr Jamal is the most efficient Office Manager you have ever had. You would like to make improvements, but in return you need to obtain productivity gains: at the moment too many working days are lost with people calling in sick. You have agreed to meet one of the accountants who seems to be an unofficial staff representative: you expect a difficult meeting, and you will need to be assertive in finding solutions to satisfy everybody.