

3 | Practice file

Working with words

1 Choose the best answer from the words in *italics*.

- 1 The new secretary is very *effective* / *efficient* – she works incredibly quickly and to an admirable degree of accuracy.
- 2 We're *accessing* / *entering* the final stage of the appraisal so all participants will need to *access* / *enter* key documents as quickly as possible.
- 3 She was given no *option* / *opportunity* but to accept the pay-off and leave at the end of the week.
- 4 The new CEO has completely *transformed* / *transferred* the working ethos in the company – employees are no longer apathetic and unmotivated.
- 5 Tests were *implemented* / *carried out* to confirm the seriousness of the diagnosis.
- 6 The change *procedure* / *process* is naturally a long one, which can be aided by having a set of *procedures* / *processes* in place.
- 7 A large, flexible team of staff provides the *means* / *ability* to offer a 24-hour service.
- 8 The group's main *purpose* / *meaning* is to oversee the implementation of the new management structure.
- 9 You don't necessarily have to jump around and be *energetic* / *dynamic* to make a good impression on an audience – but you really have to be *energetic* / *dynamic* if you want to keep their attention.
- 10 The security department has *put in place* / *installed* cameras everywhere – I even noticed one above the mirrors in the bathroom the other day.

2 Find the noun which does not collocate with each verb.

- | | |
|---------------|--|
| 1 assess | progress / performance / targets / a situation |
| 2 measure | progress / objections / success / performance |
| 3 achieve | results / ideas / targets / success |
| 4 generate | performance / ideas / enthusiasm / interest |
| 5 anticipate | problems / objections / requests / productivity |
| 6 facilitate | productivity / progress / change / objections |
| 7 accommodate | needs / development / requirements / requests |
| 8 exchange | information / potential difficulties / ideas / knowledge |

3 Complete these sentences with the correct phrase from the list.

- | | |
|-----------------------|-------------------------|
| achieve good results | facilitate productivity |
| assess the situation | exchange ideas |
| accommodate the needs | anticipate objections |
| generate enthusiasm | measure the performance |

- 1 It can be difficult to _____ of individual staff, but there are a lot of useful tools that use a rating scale of 1–10.
- 2 The marketing team met to _____ for a slogan for the new advertising campaign.
- 3 If you _____ to organizational change, you can prepare convincing arguments in response.
- 4 The investment in new machinery to streamline the production process should _____.
- 5 Staff morale has been low so the company has brought in a consultant to _____ and find out why.
- 6 We've introduced a new system of flexible hours to _____ of working parents.
- 7 Having a pleasant and comfortable working environment helps to _____ for the job.
- 8 He hopes to _____ in his accounting exam.

Business communication skills

1 Complete this presentation about flexible working and e-teams with the phrases from the list.

I said earlier and this brings me this is where turning to moving on for example I mean just to fill you I'd like to start just to digress something to think about put it another way

... I'm going to talk about flexible working, and in particular e-teams. ¹_____ in on some of the background, research has shown that flexible working exists in 48% of companies with ten or more employees, and 61% of managers said that flexible working results in job satisfaction. It's ²_____ and I'll return to this later ... ³_____ by saying that a good communications policy is vital. The e-team operates on a 'dispersed' basis. To ⁴_____, team members work in different locations and at different times. This means that synchronous communications need to be improved to take account of reduced face-to-face contact. By 'synchronous' ⁵_____ meetings, telephone, video-conferencing. Asynchronous

communications – briefing notes, circulars, email, voicemail – need to be managed more carefully ...

... OK, ⁶ _____ to look at the customer dimension. Whatever the working arrangements, it's vital that the customer gets a quick response. So, ⁷ _____, making the customer wait until a part-time member of staff is on duty, possibly several days later, is not acceptable. The vital information needs to be constantly available ...

Now, ⁸ _____ the issue of contacting staff members. As ⁹ _____, the team is likely to be dispersed. The ideal is to have a 'seamless' telephone system. ¹⁰ _____ people are integrated into the telephone network wherever they are.

¹¹ _____ for a second – use of the telephone should be encouraged. Regular voice contact is important to avoid isolation.

¹² _____ to the last point – there's no substitute for getting everyone together on a regular basis. Make it fun, too ...

2 Put the words in the right order to make phrases.

1 talk / divided / I've / into ... / my / up

2 I'll ... / all / after / of / that / first / I'll ...

3 in / about / more / I'll / that / moment / say / a

4 on / background ... / to / fill / just / in / you / of / the / some

5 are / now / know / with ... / I / if / you / familiar / don't

6 point / this / and / key / my / is

7 now / I'll / any / happy / be / take / to / questions

Language at work

1 Complete these sentences with the most appropriate future form of the verbs in brackets.

- Sorry, Ali, I'm in a meeting right now.
I _____ (call) you back in twenty minutes.
- We _____ (roll) out the changes in our management structure over the next year.
- The video link's down. Never mind, I _____ (give) the presentation on my own.
- You _____ (listen) to me for over an hour by then, so at that point I _____ (take) any questions.
- You _____ (learn) about your annual bonuses on 5 April, all being well.
- Henry _____ (speak) to everyone in the room by the end of the evening, I think. He's such a networker.
- Their shares _____ (yield) a decent dividend, given past form.
- It _____ (be worth) finding out why they turned down the offer.

2 Rewrite these sentences using the words in brackets.

- It's likely that the consultants will suggest merging the departments. (probably)

- I'm sure they'll deliver the stock in time. (almost certainly)

- The management will ask our opinion before making the changes. (bound)

- The tax changes might well turn investors away. (probable)

- I've got to go now, but I'll probably see you at the launch party later. (good chance)

- The training course probably won't be useful. (unlikely)

- We think the CEO will make an announcement at the dinner. (expected)

- They may need more identification than a credit card. (perhaps)

