

# LESSON A1

## Ideas



### I. WARM-UP

#### VOCABULARY

occupation  
assistance

commercialized  
up-to-date

frequent  
aspect

**Complete the sentences using the words listed above.**

1. The new employee needs \_\_\_\_\_.
2. The company has to consider every \_\_\_\_\_ before giving a raise.
3. These days education has become \_\_\_\_\_.
4. All employees are required to submit an \_\_\_\_\_ Personal Data Sheet.
5. His \_\_\_\_\_ tardiness is the reason of his forced leave.
6. Oliver's \_\_\_\_\_ doesn't match with the job description.

### II. DIALOGUE BOX

- |                      |   |  |
|----------------------|---|--|
| <b>Sales Manager</b> | : | So what ideas do you have then? We really need your assistance.  |
| <b>Consultant</b>    | : | Have you considered changing the name of the product? I think it's too commercialized.   |
| <b>Sales Manager</b> | : | I agree with you. Actually it's one of the aspects we have already discussed. Sales and Production just don't get together often enough. |
| <b>Consultant</b>    | : | I think you've got communication problems. I suggest you make the meetings more frequent.  |
| <b>Sales Manager</b> | : | I guess you're right. Nobody knows what's going on. Anything else?   |
| <b>Consultant</b>    | : | Have you considered altering the design? Lets face it, some of your products look outdated. You need to get more up-to-date.             |

#### Comprehension Check

1. What are the problems that the consultant has looked into?
2. What are his suggestions/recommendations?

# Ideas

## III. LANGUAGE BOX

### Useful expressions when giving suggestions

1. How about changing your job?
2. Have you considered redecorating the office?
3. What if you change your occupation?
4. We'd like to propose that you invest \$9,000.00.
5. Why don't you study the sales first?

### Suggest and recommend are used for making suggestions

1. We recommend changing the dates.
2. She recommends that you change the name.
3. They suggest using the internet.

## IV. SAY IT!

### SCENARIO

***How would you help a friend who often forgets meetings and names?***



# Praise



## I. WARM-UP

**Vocabulary** Complete the sentences using the following words.

brilliant  
inquiries

trade  
successful

compliments  
awesome

- Mr. Smith attended a seminar on Time Management and he thought that it was \_\_\_\_\_.
- As a beginner in \_\_\_\_\_ business, I need your \_\_\_\_\_ ideas on how to make this company a \_\_\_\_\_ one.
- I'd like to extend my \_\_\_\_\_ to the employees who exerted much effort for the good of our company.
- The new secretary had a lot of \_\_\_\_\_ about her job.

## II. DIALOGUE BOX

- Manager** : Before we start, I'd like to say I'm very pleased with the outcome at the trade fair on Friday. The stall looked pretty good in its location. Well done Angel.
- Angel** : Thank you for the compliment, sir.
- Manager** : You deserve it. Also, Bart did well by looking after the visitors and making them feel at ease and comfortable and took the challenge of answering any queries they had.  
At this time, we've been quite busy with email and phone inquiries . In fact, we've already received several large orders from people who visited the stand.
- Bart** : Wow! That's excellent.
- Angel** : Fantastic! That's really good news.
- Manager** : Indeed! Well done everybody. Let's now move on to the agenda of our meeting.

### Comprehension Check

- What did Angel and Bart do well?
- What has happened as a result?

# Praise

## III. LANGUAGE BOX

Strong adjectives like excellent, fantastic, amazing and wonderful cannot be used with very. Really or absolutely is used.

### **CORRECT**

That was absolutely brilliant.  
You did absolutely wonderful.  
That was a really fantastic presentation.  
Your design was really amazing.

### **WRONG**

That was very brilliant  
You did very wonderful.  
It was a very fantastic presentation.  
Your design was very amazing.

Different words are used to make adjectives stronger or weaker.

**WEAKER**    pretty/fairly/quite/good  
**STRONGER**    extremely/very/really/good

You can also replace the adjective with a stronger one  
extremely good----> fantastic / excellent

## IV. SAY IT!

**Imagine that you are the boss of a convenience store. A new crew member noticed that somebody was regularly stealing from you, and by reporting it to you, it has saved you a lot of money.**

- How will you praise the new crew member?
- How will you tell the rest of the crew the result of his action?



# How to Criticize



## I. WARM-UP

### Vocabulary

Try to guess the meanings of these words.

report	key points	concise	point out	target focused
--------	------------	---------	-----------	----------------

## II. DIALOGUE BOX

- John** : Could I have a word?
- Kris** : Yes, sure.
- John** : Well, it's about the report you sent.
- Kris** : Yes, what about it? Was it late? I sent it to the head office on Friday.
- John** : No, it wasn't. I just need to tell you something regarding the report. I know you haven't had much experience in this area so I want to point out one or two things. First, the head office doesn't need so much information: only the key points. So, you don't need to include so many details.
- Kris** : I see.
- John** : Perhaps I can show you one of Lee's reports. It's a bit more target-focused and concise.
- Kris** : Okay, thank you.
- John** : I'll send it to you before the end of the day.
- Kris** : Thanks for the help.
- John** : My pleasure.

### Comprehension Check

1. What are they talking about?
2. What's the problem with the letter?
3. What is John's suggestion to Kris regarding the letter?

# How to Criticize

## III. LANGUAGE BOX

To describe a difference between two things, you can use not as and/or as.

For smaller differences, use not quite as.

For bigger differences, use not nearly as.

- Our return of income this year is not as big as last year.
- We are not as engaged with work as last week.
- These sample products are not quite as pleasing as I'd expected.
- These hand-painted figurines are not nearly as good as the last ones.

## IV. SAY IT!

You are working for a man who constantly puts down your female co-worker when she is not around. Not only does your boss bash your co-worker about the "terrible work she does," but he makes rude comments about her physical appearance. In addition, he tells very offensive jokes, many of which are either sexist or racist. You have been listening to your boss's comments for two months now. At the beginning, you refrained from saying anything. You were concerned that, as his subordinate, it may be out of line. However, your boss continues to make very obnoxious comments, and you know that it makes others uncomfortable as well.





# How to Delegate



## I. WARM-UP

### Vocabulary

Try to guess the meaning of these words.

leaflet    delegate    under control    contract    feedback    reduce

## II. DIALOGUE BOX

- Marc** : Hello Joe. How are you?
- Joe** : I'm getting better but I still can't move around.
- Marc** : Just take it easy. Everything's under control here.
- Joe** : But there are still several jobs that need doing. That's the reason I called.
- Marc** : Well, what are they?
- Joe** : Somebody has to visit Esprit Ltd. We have to discuss the pricing of the new contract. Could you get Anne to do that? She knows the company.
- Marc** : Just a second... Anne... Esprit Ltd... discuss new pricing...OK, go on.
- Joe** : I won't be able to go to Paris for the sales conference, so could you ask somebody to go in my place?
- Marc** : Yes, of course, no problem. Paris sales conference...
- Joe** : And then, there's the meeting with the regional sales team. I know that's not until the end of next week but perhaps you could ask either Arthur or Ian if they could look after that.
- Marc** : Won't you be back at work by then? If so, you can perhaps attend the meeting yourself.
- Joe** : I hope so!
- Marc** : Anything else?
- Joe** : We also need to have some more leaflets printed--- say about 3,000.
- Marc** : Alright. I'll have Anne call the printer. We could get some business cards done at the same time too.
- Joe** : Good idea. That's all about it, Marc. If you need anything, just phone me.
- Marc** : I will. Just look after yourself and don't worry about work. Bye!

# How to Delegate

## Comprehension check

1. What do you think happened to Joe?
2. Why does Joe call Mark?
3. What are the events that Joe might not be able to attend?

## III. LANGUAGE BOX

When delegating work, you can use the following expressions with the verbs ask and get.

You can also use have. Note that 'to' is not used.

- I'm going to ask Peter to send you the documents.
- I'm going to ask Lee to phone you when you get here.
- I'll have Dan phone you.
- I'll have the secretary inform you of my whereabouts.

Make your own examples.

## IV. SAY IT!

**There's an emergency that needs more of your time. As a manager, it is still your responsibility to keep the business work even without your presence.**

How are you going to handle the situation?

What is the first thing you should do?

What are the things you have to consider when you delegate the task?





# Compromising



## I. WARM-UP

### Vocabulary

Try to guess the meaning of the underlined words or phrases.

1. I will send you last month's invoice so that you can compare the prices of the goods we purchased.
2. Since our cash-flow is running low, the company has agreed to cut down the budget allocated to each department.
3. Clients who order in large bulk don't need to pay in one go.
4. The employers who have conflicting ideas agreed to compromise for the benefit of the company.

## II. DIALOGUE BOX

- Derek** : Hello Rick. I'm phoning about our last invoice. You know the one I mean, it's...
- Rick** : Yes, Derek, of course, I'm sorry about that. We've been having some problems with late payers. I hope our cash-flow situation will improve in the near future.
- Derek** : I'm sorry to hear that. Of course, I understand your situation, and I know you always pay, but it's been 4 months that this invoice remains unpaid.
- Rick** : Four months! Oh, that's terrible. Is it really.....?
- Derek** : I am afraid it is. So what I can suggest is that— you pay half of it this month, and the other half will be next month. So, you won't pay in one go.
- Rick** : That's a good compromise and please accept my apologies.

# Compromising

## Comprehension check

1. How many months are the invoice left unpaid?
2. What is the reason for the delay of payment?
3. What suggestion does Derek give to Rick?

## III. LANGUAGE BOX

When trying to compromise, we often discuss the effects of possible actions or events in the situation. In order to do this, conditional sentences are used.

For something that is small or unreal possibility, or an idea we are against,

**we use:** If + PAST SIMPLE. The other part , the result of the sentence uses would.

Examples:

- If we bought 3000 copies of the book, we would have to pay more.
- If we signed the petition deal, there would be less problem between the union and the company.

For something that is bigger or real possibility or an idea we are in favor,

**we use:** if + SIMPLE PRESENT . The other part, the result of the sentence uses will.

Examples:

- If they give us a short period of time, we will not accept the project no matter how big it is.
- If they join the party, we will need a bigger area.

**IV. SAY IT!** There is an urgent project at work. Your boss wants you to work extra hours for the next two weeks, including Saturdays and Sundays without extra pay. How would you compromise with your boss?

