

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A laptop screen in the foreground displays various business charts and graphs. A teal-colored geometric overlay covers the left and bottom portions of the image. The text 'NEW BUSINESS ENGLISH 6' is written in a large, bold, dark blue font across the teal area. The text 'Lesson 49' and 'Responding to Changes' are written in a teal-colored font on a dark blue background in the bottom right corner. There are small white dot patterns in the top left and bottom right corners.

NEW BUSINESS ENGLISH 6

Lesson 49

Responding to Changes

LEARNING GOAL

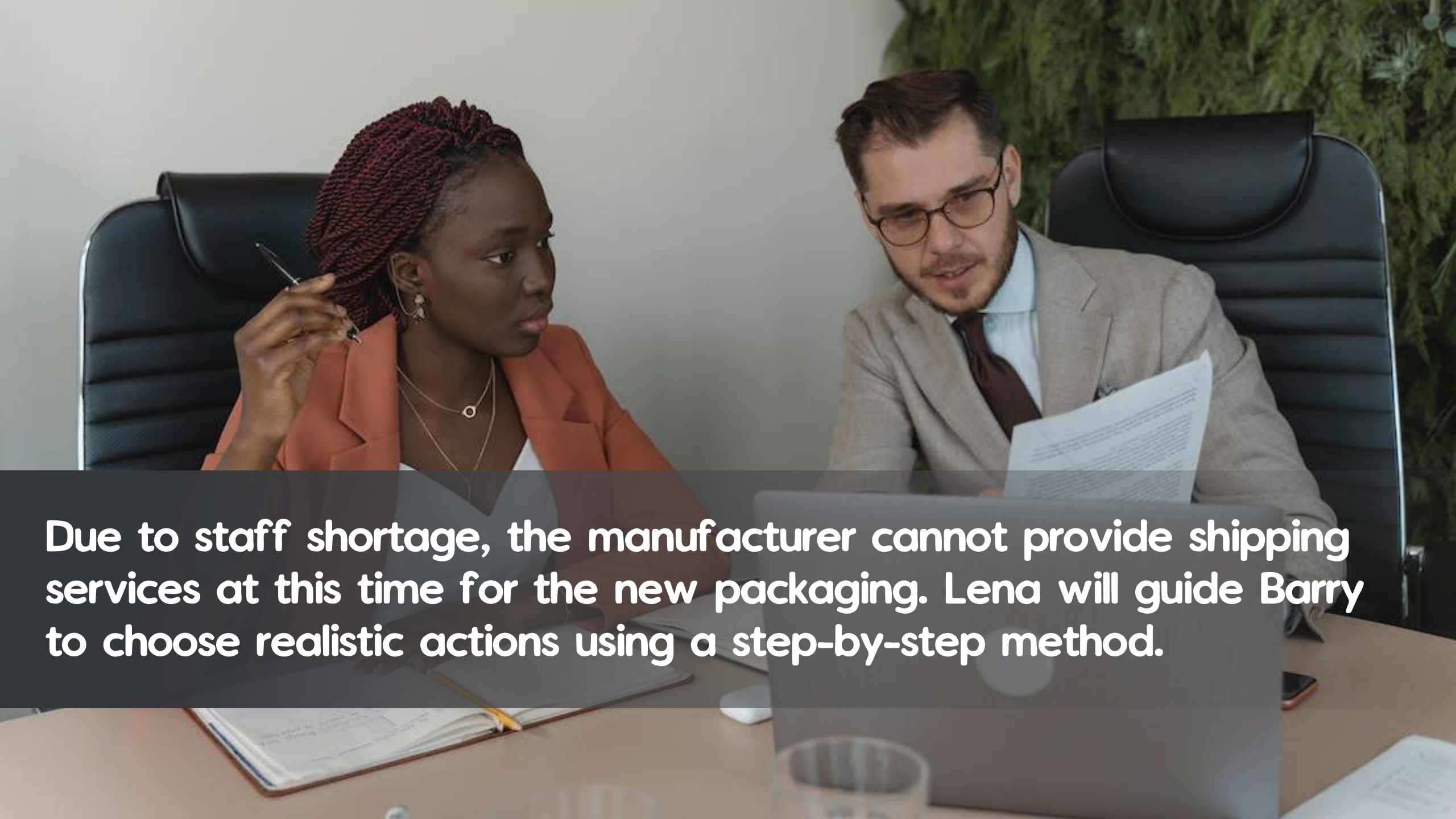
- ◆ Responding to Changes



Warm-up

- ◆ What changes often happen at your work?
- ◆ How do you positively respond to these changes?





Due to staff shortage, the manufacturer cannot provide shipping services at this time for the new packaging. Lena will guide Barry to choose realistic actions using a step-by-step method.

Situational Dialogue

Listen to the audio.

Barry: We need to finish this project as soon as possible. Unfortunately, we have a problem with the new packaging as it won't be delivered until next week which would be past our deadline.

Lena: I am afraid we cannot wait that long. How can we resolve the issue?

Barry: I've thought of an **initiative**, and that is to look for another **courier**.
I could ask our Logistics Department whether they are free for delivery.

Lena: Is there anything else? Let us put all options on the table.

Barry: We can also turn to professional logistics companies for delivery.

Lena: So given all that, what is your action plan?

Barry: I will check the schedule of our Logistics Department first. If they are busy, I will seek a **third-party** logistics company.

Lena: Good! That seems much clearer!

Role-play

Do a role play and answer the questions.

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Lena: I am afraid we cannot wait that long. How can we resolve the issue?

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I could ask our Logistics Department whether they are free for delivery.

Lena: Is there anything else? Let us put all options on the table.

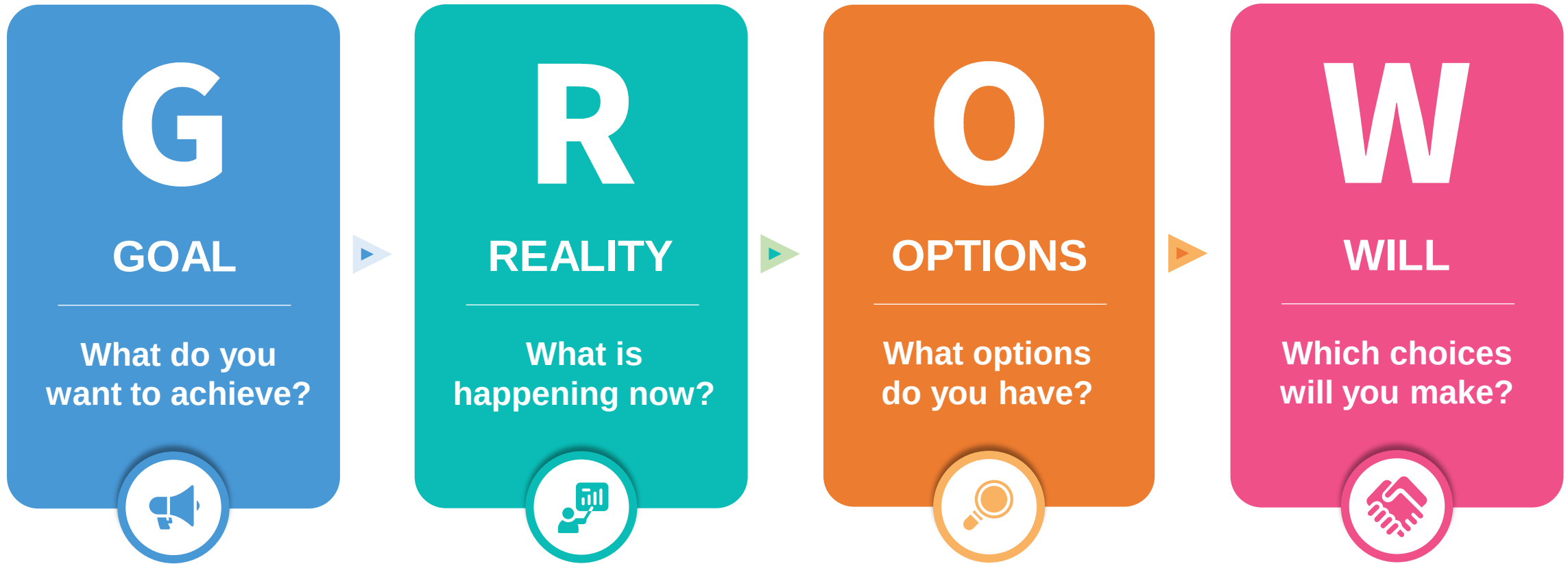
Barry: We can also turn to professional logistics companies for delivery.

Lena: So given all that, what is your action plan?

Barry: I will check the schedule of our Logistics Department first. If they are busy, I will seek a third-party logistics company.

Lena: Good! That seems much clearer!

... Responding to Changes



⋮ Responding to Changes

G

- We need to finish this project as soon as possible.
- It is important to note that the launch is in three weeks.

R

- We have a problem with the new packaging as it won't be delivered until next week which would be past our deadline.
- To be honest, we are way behind the schedule now.

O

- I've thought of an initiative, and that is to look for another courier.
- I think we need to hire more people for this project.

W

- I will check the schedule of our Logistics Department.
- I need to ask another team leader to assist us in this project.

Oral Practice

Scenario:

You are a team member handling a project. You think that the project won't be finished on time because you lack workers. Using the GROW Method, provide updates to your team leader and suggest some action plans if necessary.



∴ Steps in Responding to Changes

- *Goal – What do you want to achieve?*
- *Reality – What is happening now?*
- *Options – What options do you have?*
- *Will – Which choices will you make?*

⋮ How to Positively Respond to Changes

Maintain a Positive Attitude

Communicate with Others

Stay Optimistic and Focused

Learn New Skills to Develop

Ask Many Questions

Look for Ways to Cope



- 1. Why is it essential for a business to respond to changes?*
- 2. How would you deal with unexpected situations at work?*

Overview

Keywords and expressions:

initiative/ courier/ third-party

Responding to Changes

1. *Goal – What do you want to achieve?*
2. *Reality – What is happening now?*
3. *Options – What options do you have?*
4. *Will – Which choices will you make?*

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