Practically speaking | How to give short answers

1 Match the questions to the short answers.

1 Are you back on track again?	a Yes, I did.
2 Did you email me the schedule?	b Yes, OK.
3 Have you returned your feedback?	c No, not yet.
4 Can we meet for an update?	d Yes, I am.

2 ▶ 3.4 Add these sentences after the short answers in **1**. Then listen to the four conversations and check your answers.

1 In fact, the whole project is ahead of schedule now.
2 Sorry, but I've been really busy this week.
3 I'll come to your office right now.
4 I sent it two minutes ago.

3 Match each sentence in **2** to its purpose a–d.

a To promise action. ___
b To describe the action you took. ___
c To give an update. ___
d To give a reason. ___

4 Write three questions for your partner which require 'yes' or 'no' answers. Then take turns to ask and answer your questions. Use short answers with more information (to promise action, give a reason, etc.).

Example: *A Have you done your Business English homework?*
B No, not yet. I'll do it tonight.

Grammar Exercise - Yes or No Questions

Yes/No questions

LIVEWORKSHEETS

How to delegate effectively?



Answer the questions:

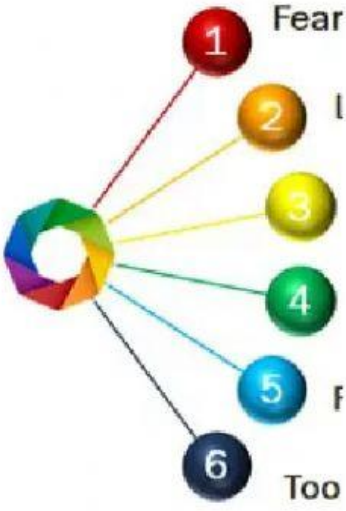
1. **Is there an effective delegation process in your company?**
2. **Which tasks are usually delegated?**
3. **Does delegating work make a difference? What is it?**
4. **Do you sometimes need to delegate your tasks? Who to? Why?**

Benefits of delegation

1. **Personal benefits: _____**
2. **Team benefits: _____**
3. **Company benefits: _____**



Barriers to delegation



1) Delegation. It's about when and what to delegate.
2) Delegation (reading comprehension+writing HW)
3) Five tips on how you can delegate effectively
4) Delegation Skills Training (video+tasks)

LIVEWORKSHEETS

Business communication | Updating and delegating tasks

1 How often do you have meetings with people in your department or team? How important is it to receive regular updates on everyone else's work?

2 ▶ 3.5 Ramon is leading his department meeting. Listen to part of the meeting and complete his notes on the discussion.

Recruitment

- Update: [1] *They have recruited frontline staff but they need to interview for the post of manager.*
- When: [2] _____
- Problem: Sue needs [3] _____
- Action: Eloise will [4] _____

Induction training

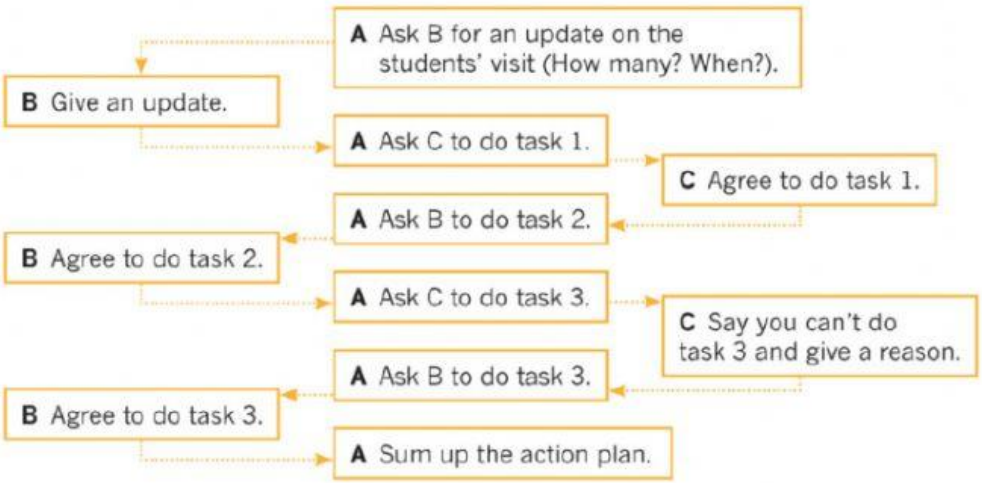
- Update: [5] *Xavier scheduled induction training for new frontline staff.*
- When: [6] _____
- Problem: [7] _____
- Action: [8] _____

3 ▶ 3.5 Look at these expressions from the meeting. Listen again and number the expressions 1–12 in the order you hear them.

1 Can you update me on that?
___ Sorry, but I've never run induction training before.
___ Eloise is going to interview with Sue.
___ Is that something you can help with?
___ Let's check we all know what we're doing.
___ What's happening with that?
___ Can anyone else help you?
12 Let's meet again in three weeks' time.
___ I'd like you to help if possible.
___ Would you like to help with that?
___ Yes, no problem.
___ I'd do it, but I'm away as well that week.

» For more exercises, go to **Practice file 3** on page 110.

4 Work in groups of three. Ten business students are visiting your company on the 23rd. You need to book a room for the talk (task 1), get name badges (task 2), organize refreshments (task 3). Have a short meeting using the flow chart.



5 Work with a partner. Ask for and give updates about two projects. **Student A**, turn to **page 137**. **Student B**, turn to **page 142**.

Key expressions

Asking for an update
Can you update me on ...?
What's the progress on ...?
How's everything going?
What's happening with ...?
Where are we with ...?

Giving an update
We've done/finished/completed ...
So far, so good.
Everything's on track.
We're currently (verb + *-ing* ...)

Delegating
Is that something you can help with?
Can anyone else help you?
Would you like to help with that?
I'd like you to help ...
Yes, no problem. / I'll do it.
Sorry, but ... / I'd do it, but ... / I'm afraid I can't do it.

Summing up the action plan
So, let's check we all know what we're doing ...
You're going to ... and I'm going to ...
Let's meet again in two weeks to review the situation/progress.

LIVEWORKSHEETS

7 **Work with a partner. Some students are visiting your company and you need to: book a room for the talk (task 1), get name badges (task 2), organize refreshments (task 3). Have a conversation using this flow chart.**

A Ask B to do task 1.

B Agree, and ask A to do task 2.

A Decline and give a reason.

B Offer to do task 2.

A Offer to do task 3.

B Recap.

Student A

You are in charge of Project 1. Your partner is in charge of Project 2. Call your partner. Give an update about Project 1 and delegate two tasks to your partner. Then ask your partner for an update about Project 2.

Project 1

Organizing a two-day training session for staff

- Venue for training session – room booked.
- Hotel for trainers – Victoria Hotel has available rooms. Trying to negotiate discount.
- Lunch – none so far. Need someone to book caterers and negotiate payment. Delegate this to your partner.
- Information pack for trainees – need to ask trainers to send schedule and summary of training session.
- Need to organize transport between hotel and office. Delegate this to your partner.

Project 2

Raising money for a local children's charity

- Posters and leaflets?
- 10 km sponsored run?
- Charity sale?
- Anything else?

LIVEWORKSHEETS

Student B

Your partner is in charge of Project 1. You are in charge of Project 2. Your partner will call you. Ask your partner for an update about Project 1. Then give an update about Project 2 and delegate two tasks to your partner.

Project 1

Organizing a two-day training session for staff

- Venue for training session?
- Hotel for trainers?
- Lunch?
- Information pack for trainees?
- Anything else?

Project 2

Raising money for a local children's charity

- Posters and leaflets – printing now.
- 10 km sponsored run – need to contact council about using sports stadium. Delegate this task to your partner.
- Charity sale – all staff have received a memo.
- Need someone to organize collection boxes for charity sale. Delegate this task to your partner.

TO DO:
Call Samira Khan (community centre)
Check re:
- deadline – can they meet it?
- decorating?
- lighting?
- carpets?
- action?

1 07▷ **Jamie Ortega oversees several volunteer projects in the Chicago area. He is calling Samira Khan to ask about the progress of the community centre project she is working on. Listen to their conversation and makes notes on Jamie's notepad.**

2 07▷ **Listen again and complete these phrases.**

1 How _____ over there?
2 Well, so far _____.
3 Everything's _____.
4 So what's _____ the decorating?
5 We're _____ the ceiling ...
6 And where _____ the lighting?
7 We've _____ ...
8 So, _____, the painting's nearly done, ...
9 So it's all going according _____.

3 **Put the phrases from 2 into these categories.**

a Asking for an update: _____
b Giving an update: _____
c Summarizing: _____

LIVEWORKSHEETS

Ramon OK. The last thing we need to discuss is Xavier. As you know, Xavier could be away on sick leave for a few weeks, or even longer. Xavier is project managing the opening of the new branch, so for the time being I need everyone to help out. Sue, you've already done some work with Xavier on recruitment. Can you update me on that?

Sue Sure. We've recruited all the frontline staff but we're currently looking for someone to fill the post of manager. The interviews are next week. I can do the interviews on my own but I prefer to interview with someone else.

Ramon Eloise, is that something you can help with?

Eloise Yes, no problem. What are the dates exactly?

Sue It's next week.

Eloise Next week! What? All week?

Sue Yes. Though we won't interview on the Friday because we need a day to review all the candidates.

Ramon I'd like you to help if possible, Eloise.

Eloise OK. I'll do it. But I need to postpone a few other things, though.

Ramon Thanks, Eloise. It really is very important.

Sue Ramon, there is also the induction training for the new frontline staff.

Ramon OK. What's happening with that?

Sue Well, Xavier scheduled it for the week after next. I'm afraid I'm on holiday that week. I'd postpone it, but I've booked my flight and everything.

Ramon I'd do it, but I'm away as well that week. Can anyone else help you or do we need to cancel it?

Eloise Sorry, but I've never run induction training before.

Ramon Derek. Would you like to help with that?

Derek Sure, I'll do it. I've run that training before, so it should be OK.

Ramon Great, thanks, Derek. Can you speak to Sue afterwards about the details?

Derek Sure.

Ramon So, let's check we all know what we're doing. Eloise is going to interview with Sue all next week. And Derek is going to run induction training the week after. Let's meet again in three weeks' time to review the situation. I might know more about Xavier by then.



LIVEWORKSHEETS

TALKING POINT

Scenario planning

The oil multinational Royal Dutch Shell is famous for its use of scenario planning. After the company makes its initial plans, it then asks questions about those plans using 'What if ...?' For example, 'What if the price of oil falls?', 'What if technology changes?', 'What if the world population rises to nine billion by 2050?' In other words, the company can have a Plan A, but scenario planning means they also have a Plan B.

Developing a Plan B

Scenario planning isn't only for multinationals like Shell. Having a Plan B is important for planning any kind of project and it's easy to use:

1 List all the key stages of your project with deadlines, resources needed, the people involved and their responsibilities. Prepare a schedule or chart for your project with each of the stages. This is your Plan A.
2 Now try scenario planning for your project. For each stage of your plan, ask yourself a 'What if ...?' question. For example, 'What if this doesn't arrive on time?', 'What if this supplier doesn't have it in stock?', or 'What if there is a change in government?' Try to answer each of these 'What if ...?' questions.
3 Use all your answers in 2 to prepare a Plan B.



Discussion

1 How important do you think scenario planning is for a company? Give a reason for your answer.

2 What kind of things can go wrong in a plan? Think about both strategic (long-term) and operational (short-term) planning.

3 Describe the kind of planning you or your company are involved in. Do you think scenario planning could be helpful for you and your company? Why/Why not?

Task

1 Work in groups. You are going to prepare Plan A and Plan B for a project. Imagine your company wants to celebrate an important anniversary in its history with a special day of events. Discuss different ways that the company could do this and choose the best ideas.

2 Discuss and prepare Plan A. You have eight weeks to organize the event starting from today. Discuss what resources you will need and who is responsible for each stage. Take notes during the discussion and make a basic schedule or chart showing the stages of the plan.

3 Now do scenario planning with Plan A to make Plan B for your project. Ask and answer 'What if ...?' questions about each stage.

4 Give a short presentation of your Plan A and Plan B to the class.

LIVEWORKSHEETS