# Creating stronger connections

**In pairs, discuss the following questions. Makes notes about your answers.**

1. How would you describe your relationships with people in your team or people who you work with directly?
2. How would you describe your relationships with other people in the company who you don't work with as closely, but you see regularly?
3. How do you feel when meeting new people in a business situation for the first time? What do you usually do or talk about?

**2.**

1. Do you find **connecting** with people difficult or not?
2. When was the last time you **showed someone that you really care**?
3. What can you do in your job **to go above and beyond** what is asked of you?
4. What have you done in your life that has really **made a difference**?
5. Who or what **sets the tone** of your work environment? How?
6. Do you find it easy to **open up** with people you meet? Or not? Why?
7. In your everyday life, do you find it difficult **to be present**? Why/Why not?
8. What would you have to do **to realize your dreams**?

**Now answer the questions**

**Part A: Match the words to the definitions**

| | | | |
|---|---|---|---|
| 1. | fast-paced (adj.) | a. | in a way that is not clear or obvious, but important |
| 2. | pursue (v) | b. | in a way that moves or changes with speed |
| 3. | impact (n) | c. | not trying to hide anything or lie |
| 4. | transparent (adj.) | d. | parts of a machine or a system that have a specific function |
| 5. | feedback (n) | e. | some information which is aimed at improving something or someone's work |
| 6. | underlying (adj.) | f. | something which is real and not a copy or fake |
| 7. | mechanism (n) | g. | the strong effect that one thing has on another |
| 8. | genuine (adj.) | h. | to attempt to achieve something |

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**Part B: Now put the words from Part A into the correct gaps in the following sentences.**

1. His job is very _____ and exciting. He really enjoys the thrill of it.
2. Stress was an _____ problem that negatively affected her work.
3. The main speaker at the conference had a real _____ on how I thought about my job.
4. The pay scale isn't very _____ in this company. No one knows how much anyone else gets paid.
5. The product contains a _____ that locks it when it's not being used, preventing anyone from stealing it.
6. We've had some great _____ from the new customers, which I think my line manager will be pleased to hear.
7. I trust her enormously as an employee. She's a very _____ person and always honest.
8. He's leaving his sales job to _____ a career in teaching.

**Now in pairs, answer the following questions.**

1. Do you enjoy getting **feedback** from people at your job? Or do you prefer to give feedback? Why?
2. Does your company have **transparent** rules for hiring and promotion? Why/Why not?
3. What is your **underlying** motivation in your career?
4. What event or person had the most **impact** on your work life?
5. Are you attracted to a **fast-paced** work environment? Or a steady and gentle one? Why?
6. How do you know if someone is being **genuine** when they talk to you? What signs do you look for?

**Look at the advice in the table below. Watch the video and put a tick by the advice given in the video.**

| | |
|---|---|
| Answer questions with honesty | ☐ |
| Buy a gift | ☐ |
| Write a letter | ☐ |
| Give them advice | ☐ |
| Pick up the phone | ☐ |
| Turn the video on | ☐ |
| Ask interesting questions | ☐ |

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## Talking point

**In pairs, discuss the following questions.**

1. When was the last time you wrote a handwritten note to someone? Or received one? What was the reason for writing it? What was the effect of it?
2. Do you prefer to call someone personally, or are you more likely to communicate with them in another way? Why?
3. When you're talking to people in business relationships outside the office, what do you usually discuss?
4. If someone at work asked you right now, "How was your weekend?" what could you say that would be more meaningful than, "Fine, thanks"?
5. Do you prefer video calls or phone calls? Why?
6. Look back at the answers you gave in the Warm up section of this lesson. How could you improve the answers with the tips from this lesson?

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**Now watch again and answer the following questions.**

1. What point does the speaker make at the beginning of the video?
    a. We can communicate much faster than we used to be able to.
    b. In the modern day, we are much more efficient.
    c. Ordering food is cheaper now than cooking it.
    d. Connecting with people isn't easier because of technology.

2. What tip does the speaker give regarding thank-you letters?
    a. Tell the person about how they have changed your life.
    b. Email them as quickly as possible after you see them.
    c. Include a photo of yourself so they remember you.
    d. Use black ink so that it looks professional.

3. Why does the speaker say that talking to people on their last day of work at a company is a good idea?
    a. They are usually relaxed, easier to talk to, and not very busy.
    b. Knowing they have to talk to the boss will prevent them from leaving early.
    c. They are often more truthful about their experience with the company.
    d. You can find out useful information about their plans for the future.

4. What does the speaker say is a benefit of the third tip he gives?
    a. It's a good way to get invited to more social events.
    b. You can really understand what people's motivations are.
    c. You get really skilled at interviewing people.
    d. You get to know the people you work with on a deeper level.

5. According to the speaker, why do people say things like, "Good, how was yours?" when asked about their weekend?
    a. They want to keep their personal lives a secret.
    b. They find it difficult to be open with others.
    c. People usually have worse weekends than they expected.
    d. Many people don't like to mix business with pleasure.

6. Why does the speaker recommend the last tip?
    a. It requires you to focus on the situation.
    b. It's a lot easier and less stressful.
    c. It's more convenient than a face-to-face meeting.
    d. You can check where people are.

7. According to the speaker, what is the benefit of developing meaningful relationships?
    a. You're able to take bigger risks as you have plenty of support.
    b. You can build a company full of people you love to spend time with.
    c. You create longer lasting friendships and a great work environment.
    d. People will be less likely to leave your company if you know their secrets.

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8. Which of the following is the best summary of his advice?

   a. Technology stops people from having meaningful relationships.
   b. Taking the time to personally connect with people is extremely rewarding.
   c. Always be open and honest about what you are thinking and feeling.
   d. Doing things quickly isn't always the best way.

**Write a note to someone you have a professional relationship with thanking them for helping you. Remember to be specific about how their help or advice had an impact on you.**

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