

## Working with words

*knowledge   desire   reinforcement   awareness  
ability*

**Alex:** "I think the upcoming changes in the company could be a challenge. How do we make sure everyone is on board?"

**Sara:** "First, we need to raise 1 \_\_\_\_\_ about why the change is happening. People can't support it if they don't understand it."

**Alex:** "Right. But we also need to spark their 2 \_\_\_\_\_ to make the change happen. They have to see how it benefits them."

**Sara:** "Exactly. Then, we need to provide the 3 \_\_\_\_\_ they need, like training sessions, so everyone feels confident."

**Alex:** "That's true, but we also need to assess their 4 \_\_\_\_\_ to apply what they've learned. Not everyone will adjust at the same pace."

**Sara:** "And don't forget about 5 \_\_\_\_\_. We should celebrate small wins along the way to keep motivation high."

**Alex:** "Good point. It's about supporting everyone through every step of the process."

## Write the missing verbs in these sentences.

- 1 Opponents tend to \_\_\_\_\_ change whenever possible.
- 2 Expect that people will \_\_\_\_\_ differently to the plans.
- 3 Staff want to know how this will \_\_\_\_\_ them.
- 4 If you can't \_\_\_\_\_ the change, you ought to leave.
- 5 Don't \_\_\_\_\_ everything. Some ideas might be good.
- 6 I find it hard to \_\_\_\_\_ to all this new technology.
- 7 The company will \_\_\_\_\_ communication to keep everyone updated.
- 8 The company will \_\_\_\_\_ a new work-from-home policy.
- 9 A backup plan was created to \_\_\_\_\_ issues during the change.
- 10 The company provided \_\_\_\_\_ through training for the new system.
- 11 The company \_\_\_\_\_ to the old software

after the new one caused problems.

## Choose the correct answer from the words in *italics*. *in favour of; guidance; optimism; anxious; ambivalent*

- 12 Which of the following best describes someone who feels uncertain about a change and has mixed feelings about it? \_\_\_\_\_
- 13 A company leader provides \_\_\_\_\_ to employees by offering advice and support during a major organizational change.
- 14 Employees who are \_\_\_\_\_ about the new process may struggle to adapt and may need extra support..
- 15 When employees are \_\_\_\_\_ the proposed change, they tend to show enthusiasm and support for its success.
- 16 A sense of \_\_\_\_\_ can help motivate employees to embrace change with confidence and hope for success.
- 17 We'll be taking *out / with / on* new clients in the spring, hopefully, if the expansion continues.
- 18 How keen are you *on / towards / of* the car-sharing plan?
- 19 It isn't surprising that so many of them are resistant *of / to / on* the cuts. It will mean longer hours with less money.

## Business communication skills

Complete the memo with phrases a-f. Write the letters in the spaces.

- a We'd like to assure you
- b Hopefully, the new system
- c Many of you have recently asked about
- d It's crucial that
- e Over the next few
- f Starting from next

**To:** All Staff

**From:** Judy

**Subject:** Changes to working hours

<sup>20</sup> \_\_\_\_\_ improving the system of fixed hours of 9-6, which apply to most staff. <sup>21</sup> \_\_\_\_\_ months, therefore, we will be looking at ways of changing the current system of working hours. <sup>22</sup> \_\_\_\_\_ month, we'll be holding a series of meetings with line managers and staff. <sup>23</sup> \_\_\_\_\_ that everyone's views will be taken into account. However, this will only work with your participation. <sup>24</sup> \_\_\_\_\_ you attend meetings. <sup>25</sup> \_\_\_\_\_ will be in place by the end of October

## Language at work

Complete these sentences with the future continuous or future perfect form of the verbs in brackets.

- 26 Decisions will definitely \_\_\_\_\_ (make) by the end of April.
- 27 Over the next few days, we'll \_\_\_\_\_ (meet) each of you individually.
- 28 I'll \_\_\_\_\_ (travel) to New Zealand on that day, so can we speak the day after?
- 29 By next year, we predict that the company will \_\_\_\_\_ (recover) most of its losses.
- 30 In twenty years' time, a lot of people will \_\_\_\_\_ (use) robots in their everyday life.

**Complete the two missing words so the second sentence has the same meaning as the first.**

**Complete the two missing words so the second sentence has the same meaning as the first.**

31. It'll definitely change the way we work.  
It's \_\_\_\_\_ change the way we work.
- 32 It's likely that we'll expand.  
There's a \_\_\_\_\_ that we'll expand.
- 33 We probably won't be going to Germany.  
It's \_\_\_\_\_ we'll be going to Germany.
- 34 The company will definitely adopt the new software by next month.  
**It is** \_\_\_\_\_ that the company will adopt the new software by next month.
- 35 Maybe they're coming later.  
They \_\_\_\_\_ coming later.
- 36 The new policy will not have any impact on our current project timelines.  
The new policy \_\_\_\_\_ affect our current project timelines.

