



# 8

# Working together

## Learning objectives in this unit

- Talking about working in teams
- Presenting and discussing plans
- Encouraging people
- Using *will*, *going to*, and modal verbs to talk about your goals

## Case study

- Creating a plan for effective teamwork

## Starting point

### 1 Match these eight names to make four partnerships.

John Lennon, Domenico Dolce, Douwe Egberts, Crédit Lyonnais, Philips, Paul McCartney, Tour de France, Stefano Gabbana

### 2 Which sectors do / did the companies / people work in?

### 3 What is / was the nature of their partnership?

### 4 What do you think are possible benefits of teams and partnerships?

## Working with words | Teamwork and partnerships

### 1 What skills and abilities do the people in these pictures need?



### 2 How important are teamwork and regular meetings where you work?

### 3 Some companies use psychological tests to check if someone will be a good team player. Do this questionnaire and compare your results with a partner.

	Agree	Disagree
1 Life is easier when someone else tells you what to do.	<input type="checkbox"/>	<input type="checkbox"/>
2 I would rather work on my own than with other people.	<input type="checkbox"/>	<input type="checkbox"/>
3 I prefer to work with people who are different from me.	<input type="checkbox"/>	<input type="checkbox"/>
4 Winning is more important than getting on with other people.	<input type="checkbox"/>	<input type="checkbox"/>
5 I usually welcome suggestions from other people.	<input type="checkbox"/>	<input type="checkbox"/>
6 Colleagues are often more dangerous than business rivals.	<input type="checkbox"/>	<input type="checkbox"/>



4 33D Harriet and Conrad work in the project management section of a large finance group. They are looking for someone to join their team. They are discussing a candidate's responses to the questionnaire in 3. Listen to their conversation. Which choices did the candidate make?

5 33D Match the words in A to the words in B to make phrases. Then listen again and check your answers.

A	B
take	skills
team	forces
work	responsibility
join	benefit
complementary	alliances
common	closely
form	venture
joint	goals
mutual	player
shared	ground

6 Work with a partner. Match the phrases you made in 5 to definitions 1–10.

- 1 when two people have different abilities that work well together: \_\_\_\_\_
- 2 come together to form a team: \_\_\_\_\_
- 3 put yourself in a position to be blamed if something goes wrong: \_\_\_\_\_
- 4 advantageous to both sides: \_\_\_\_\_
- 5 make partnerships: \_\_\_\_\_
- 6 have a strong working relationship with: \_\_\_\_\_
- 7 project that is being worked on by two or more parties: \_\_\_\_\_
- 8 similar objectives: \_\_\_\_\_
- 9 someone who works well in a team: \_\_\_\_\_
- 10 similar ideas or experience in something: \_\_\_\_\_

» For more exercises, go to Practice file 8 on page 116.

7 Work with a partner. Think of a current or future project one of you is working on. This could be at work or at home. You have to form a team of four, including you and your partner, and two people from the list below, to complete this project.

- 1 Decide which two people would be best in your team. Think about the skills you and they can offer.
- 2 Tell the class why you have chosen these two people.

Greta: Quiet and hard-working. Very methodical. Good at statistical analysis. Good at detail. Quite shy.

Carlos: Friendly. Good team player and very easy to talk to. No special skills, but quite good at everything. Has a lot of experience of dealing with clients.

Billy: Very good communication and presentation skills. Can get angry and aggressive. Has a lot of friends and colleagues in the business. Likes to lead and be dominant.

Penny: Clever with words. Quite creative and artistic. Sometimes lazy, needs others to keep her on track.

Stevie: IT specialist with good financial skills. Not very good with people. Can be difficult.

Tessa: Experienced office manager. Good at logistics and systems. Gets on well with most people. Cool and organized. Not very imaginative or creative.

### Tip | rather

Use *would rather* to state a preference between two things.

**A** Do you want to eat in the canteen or go out?

**B** I'd rather go out.

Use *rather than* to express a better option.

We should keep to the original teams **rather than** change them.

# Business communication skills

## Meetings | Presenting and discussing plans



1 Merging companies or departments can be difficult. Work in small groups and talk about the problems that might happen in the following areas.

- 1 personal relationships and teamwork
- 2 working space
- 3 old and new hierarchies
- 4 ways of doing things

2 34▷ **Quoteus Insurance** is merging with **Buckler Insurance Services**.

Quoteus managers, Carmen and Nikos, are meeting with Erica and Dieter, their counterparts from Buckler. They are discussing how to overcome feelings of suspicion between staff. Listen and make notes on Erica's notepad.

Nikos's plan:

How it will work:

Timescale of the plan:

What he needs before he can launch it:

3 What other way of breaking down barriers do they discuss?

4 34▷ Listen again and complete these phrases.

- 1 We \_\_\_\_\_ to be ready on schedule.
- 2 Where does this \_\_\_\_\_ us?
- 3 \_\_\_\_\_ the next few weeks ...
- 4 ... I \_\_\_\_\_ to hold a series of small meetings.
- 5 How long will it \_\_\_\_\_ to involve all the staff?
- 6 I \_\_\_\_\_ to have seven or eight sessions.
- 7 What's the \_\_\_\_\_ on this?
- 8 \_\_\_\_\_ the end of next month.
- 9 What's the next \_\_\_\_\_?
- 10 It is \_\_\_\_\_ that ...
- 11 ... there'll be a few problems in the short \_\_\_\_\_.
- 12 But the \_\_\_\_\_ are ...
- 13 ... there won't be too many personality clashes in the \_\_\_\_\_ run.

### Tip | *likely* and *pretty*

These adjectives can mean something different from what you might immediately think. *Likely* can mean *probable*.

Share prices are *likely* to go down after this disaster.

*Pretty* can mean *reasonably*. I'm *pretty* sure that won't happen.

## Language at work | Talking about the future – *going to*, *will*, and modal verbs

1 Carmen works for Quoteus Insurance. She has written to her colleague, Kirsten, with an update on how plans are going for a merger between their company and another insurance company. Read her email and answer questions 1–2.

- 1 How optimistic is Carmen about the schedule?
- 2 What predictions does she make?

Dear Kirsten,

I just wanted to let you know that Erica is **going to** prepare a list of key people to consult on the new hierarchy and departmental structure. Based on feedback I've received from staff meetings, I can see that this is **going to** be a sensitive issue for some people, but the steps we are taking **should** reduce problems. There **could** be trouble, and I expect that a few people **will** leave.

Anyway, the basic message is that everything is on schedule, so we **should** be in the new premises by the end of June. By the way, it **might** be useful for you to come to the next meeting. We're going to discuss the allocation of work space. There **could** be some issues which affect you directly. I'll keep you posted on any developments in the meantime.

All the best,

Carmen

2 Complete sentences 1–6 with the words in **bold** from the email in 1.

- 1 Use \_\_\_\_\_ to make a confident prediction.
- 2 Use \_\_\_\_\_ and \_\_\_\_\_ when we are less confident but think something is possible.
- 3 Use \_\_\_\_\_ for predictions which are based on evidence we can see in front of us.
- 4 Use \_\_\_\_\_ to make a prediction based on what is usual or expected.
- 5 Use \_\_\_\_\_ for an intention to do something.
- 6 Use \_\_\_\_\_ for a spontaneous offer, promise, or decision.

3 Complete sentences 1–6 with words from 2.

- a There \_\_\_\_\_ be a train in two minutes; there is usually one at that time.
- b The price of commodities \_\_\_\_\_ definitely continue to rise.
- c I think I'\_\_\_\_\_ come in on Saturday – there's just so much to do.
- d This decision \_\_\_\_\_ cause problems if we don't handle it carefully.
- e What terrible sales figures! We are \_\_\_\_\_ go bankrupt if things don't improve.
- f He's \_\_\_\_\_ apply for the manager's job.

» For more information and exercises, go to **Practice file 8** on page 117.

4 Work with a partner. Read situations 1–5 and decide what you would say.

- 1 Your boss is worried about you missing a deadline. Reassure him / her.
- 2 Your colleague usually arrives at work at 9.30. It's 9.15. Somebody asks you where she is.
- 3 With a quarter of the year left, you've only reached half of your sales target.
- 4 Your head of department has just been promoted. Someone asks you if you want to apply for his / her job. You are not sure.
- 5 You sent a document by post to a client. They need it in two days. You are fairly confident that this is OK. They want to know where it is.

5 Make notes about your short- and long-term goals in your job and at home. Work with a partner or in small groups. Tell each other what your goals are.

» Interactive Workbook » Exercises and Tests

### Tip | Adding extra information and changing topic

Use *by the way* and *incidentally* to add extra information or thoughts.

*By the way*, you should try to come to the next meeting.

*Incidentally*, Erica is bilingual.