

## 10 Communication

## VOCABULARY

Complete the text below using the words from the box.

blogs and wikis briefings channels download electronic  
face-to-face intranet post print upload workplace

At my company, we use various .....<sup>1</sup> of communication. Sometimes people talk about the 'paperless' office, but at my company, .....<sup>2</sup> communication – letters, notes and messages – are very important. But I think .....<sup>3</sup> communication – direct contact with other people in meetings, team meetings, forums, conferences and .....<sup>4</sup> – is probably the most important.

One form of communication we rarely use is .....<sup>5</sup> communication. We don't have any notice boards or signs around the office. Instead, we use .....<sup>6</sup> communication – mostly computers, for e-mail. And we actively use our company .....<sup>7</sup>, which has really helped to create an internal community. We often post profiles, write .....<sup>8</sup>, and participate in discussion forums. We use electronic message boards to .....<sup>9</sup> ideas and comments and we sometimes .....<sup>10</sup> images from our computers to discuss with other employees around the world. They may also be able to .....<sup>11</sup> information from the intranet to their computers.

TALKING ABOUT  
FUTURE PLANS;  
WILL

Correct each sentence by putting *to*, *will* ('ll) or a form of *to be* in the correct position.

- 1 You have a meeting now, so you can't phone Dimitri. But don't worry, I do it.
- 2 What Lance doing on Monday morning?
- 3 We meeting the legal team on Tuesday.
- 4 They're not going attend the conference.
- 5 Mr Shen and Mr Lee going to give a presentation together.
- 6 After we upgrade our network, computer security not be a problem.
- 7 OK, then. I write an e-mail to Jean-Luc.
- 8 We're going redesign our website next month.

## SKILLS

Match the responses (a–f) to the questions/statements (1–6).

- |  |   |
|--|---|
| 1 What time is good for you next Tuesday?                            | a) Yes, that's fine for me.                                     |
| 2 How about 10 o'clock on Tuesday?                                   | b) Sorry I didn't make it on time.<br>The traffic was very bad. |
| 3 I'm sorry I missed the meeting last Monday.<br>My flight was late. | c) I can make six o'clock.<br>We can have dinner together.      |
| 4 What's a good day for you?   | d) I'm sorry, I can't make Monday.                              |
| 5 Is next Monday morning OK for you?                                 | e) Don't worry, I'll tell you about it.                         |
| 6 Oh, you're here. Come in!  | f) Monday.  |

## VOCABULARY

## 11 Cultures

Complete the sentences below using the words from the box.

annual leave casual Fridays childcare flexitime formal informal  
job title part-time public holiday shift work social uniform

- 1 I don't wear business clothes to work at the end of the week, because we have ..... in my office.
- 2 In our factory, all the workers wear the company .....
- 3 The factory runs 24 hours a day. So for two weeks each month, some workers work at night. .... keeps the factory going, but some workers hate it.
- 4 We have ..... in my office, so I can choose to work from nine to five or from 10 to six.
- 5 Pietro's company gives him 14 days' .....
- 6 Raul has a ..... job as an accountant for a small marketing firm. He works 20 hours per week.
- 7 Next Monday is a ....., so the office will be closed.
- 8 When children are ill and off school, it can be difficult to arrange ....., so parents often have to miss a day of work.
- 9 My ..... is Marketing Director.
- 10 My office is ..... Everyone uses first names when they speak to each other.
- 11 When the CEO visits the office, we can't relax. We have ..... meetings, and everyone is very serious.
- 12 I enjoy ..... meetings with my colleagues outside of work. Sometimes we go out for a meal in the evening, or play golf at the weekend.

COULD/WOULD,  
SHOULD/  
SHOULDN'T

Choose the best words to complete these conversations.

A: *Could / Would*<sup>1</sup> I have a copy of the budget, please?

B: Sorry, Mr Cox said I *should / shouldn't*<sup>2</sup> give it to anyone.

C: *Would / Should*<sup>3</sup> you like some help?

D: Yes, please. *Should / Could*<sup>4</sup> you hold the door for me, please?

E: This report isn't complete. There *would / should*<sup>5</sup> be another section.

F: You *should / would*<sup>6</sup> ask Ping about it. He wrote it.

G: There aren't any taxis. What *should / could*<sup>7</sup> we do?

H: We *could / would*<sup>8</sup> phone Marcus and ask for a lift.