

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

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

