# BUSINESS SKILLS
# Dealing with problems

| Lesson outcome | Learners can use a range of expressions to explain and solve problems with IT. |

**Lead-in**  **1A** Look at the photo. How did you feel on your first day at a new college or job?



**B** Work in pairs. Note down 3–4 pieces of advice for someone's first day in a new job.
*Take notes during the day. Arrive at your new workplace 10 minutes early.*

**Listening**  **2** 🔊 1.02  It's Jakob's first day in a new job. Laura, the HR Manager, is explaining the schedule. Listen and number Jakob's tasks in the correct order (1–4).

- Set up his email account
- Go to the induction briefing
- Do the health and safety training
- Meet the team

**3A** 🔊 1.03  Jakob is speaking to Sue, the IT Technician. Listen and tick (✓) the things Jakob is having problems with.

1  his password ☐
2  his user name ☐
3  his email address ☐
4  the company phone number ☐
5  connecting to the company intranet ☐

**B** Listen again and answer the questions.

| T | Teacher's resources: extra activities |

1  What is Jakob's user name?
2  Why couldn't Jakob log on to the intranet?
3  How do you spell Jakob's family name?
4  What is Jakob's extension number?

**Functional language**  ## Explaining and solving IT problems

**4A** Listen again and complete the expressions from the audio using the phrases in the box.

> a company email address   connect to the intranet   finding my extension number
> 'intern32'   log on   logging on   set that up   set up my email account
> ~~the IT~~   use your login details

1  I'm having problems with ____*the IT*____ .
2  I can't _____ .
3  I don't know how to _____ .
4  You need to _____ .
5  Can you try _____ again?
6  Try _____ .
7  I need to get _____ .
8  How do I _____ ?
9  I'll _____ for you.
10  I'm having trouble _____ .

**B** Put the expressions in Exercise 4A into the correct section in the table.

| Explaining a problem | Solving a problem |
|---|---|
| *I'm having problems with the IT.* | *You need to use your login details.* |

| T | Teacher's resources: extra activities |

> **Tip**
>
> Explain a problem using *I'm having problems/trouble (with)* + the *-ing* form of a verb, OR *with* + a noun. *I'm having problems connecting to the intranet / with the intranet.*
>
> Solve a problem using *You can try / Try* + the *-ing* form of a verb, OR *You need to* + the infinitive form of a verb. *Try logging on again. / You need to log on again.*

**5A** Match the IT problems (1–4) with the solutions (a–d). There may be more than one possible answer.

| Problems | Solutions |
|---|---|
| **1** connecting to the network printer | **a** search for his surname in the online phonebook |
| **2** finding Dan's extension number | **b** check your wi-fi settings |
| **3** logging onto the intranet | **c** restart your computer |
| **4** can't access the internet | **d** go to the printer settings and select printer 004AC |

**B** Work in pairs. Use the expressions in Exercise 4A to practise explaining and solving the problems in Exercise 5A.

**A:** *What's the problem?*
**B:** *I'm having trouble finding Dan's extension number.*
**A:** *You need to search for his surname in the online phonebook.*
**B:** *OK, thanks.*

**6A** Work in pairs. You are going to take turns to explain and solve an IT problem.

**Student A:** Read the information below. **Student B:** Look at page 127.

You are working on an important document but are experiencing some IT problems. Choose three problems from the list below or think of your own problem and call Student B for help.

> You have incorrect login details.
> Your password has expired.
> You can't connect to the network printer.
> You can't connect to the internet/intranet.
> You are locked out of your computer.
> Your computer screen freezes every few minutes.

**▶TASK**

**B** Take a few minutes to prepare, then roleplay the situation. Swap roles.

**C** When you have finished, discuss how easy or difficult it was to explain and/or solve an IT problem in English. Share your experience with the class.

**Self-assessment**

- How successfully have you achieved the lesson outcome? Give yourself a score from 0 (I need more practice) to 5 (I know this well).
- Go to My Self-assessment in MyEnglishLab to reflect on what you have learnt.