



Business Communication unit 3

Business communication

- 1 Complete this presentation about flexible working with the phrases from the list.

*I said earlier and this brings me this is where
turning to moving on for example I mean
just to fill you I'd like to start just to digress
something to think about put it another way*

... I'm going to talk about flexible working, and in particular e-teams. ¹ _____ in on some of the background, research has shown that flexible working exists in 48% of companies with ten or more employees, and 61% of managers said that flexible working results in job satisfaction. It's ² _____ and I'll return to this later ...

³ _____ by saying that a good communications policy is vital. The e-team operates on a 'dispersed' basis. To ⁴ _____, team members work in different locations and at different times. This means that synchronous communications need to be improved to take account of reduced face-to-face contact. By 'synchronous' ⁵ _____ meetings, phone calls, video-conferencing. Asynchronous communications – briefing notes, circulars, email, voicemail – need to be managed more carefully ...
... OK, ⁶ _____ to look at the customer dimension. Whatever the working arrangements, it's vital that the customer gets a quick response. So,

⁷ _____, making the customer wait until a part-time member of staff is on duty, possibly several days later, is not acceptable. The vital information needs to be constantly available ...

Now, ⁸ _____ the issue of contacting staff members. As ⁹ _____, the team is likely to be dispersed. The ideal is to have a 'seamless' phone system. ¹⁰ _____ people are integrated into the phone network wherever they are.

¹¹ _____ for a second – use of the phone should be encouraged. Regular voice contact is important to avoid isolation.

¹² _____ to the last point – there's no substitute for getting everyone together on a regular basis. Make it fun, too ...