



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's² _____ 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. To⁴ _____, 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. As⁹ _____, 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 ...