



1A Choose the best ending for each sentence for you, or give your own answer.

- 1 Text messaging is
a convenient. b a time-waster. c an annoying interruption. d something I never use
- 2 I receive ... emails.
a way too many b a manageable number of c very few d no
- 3 My phone is
a one of my most important possessions. c an annoying interruption.
b useful, but I don't use it very often. d something I almost never use.

B Give your partner some extra information about each of your answers above.

I use text messages with my friends, to make plans. We usually ...

I use email a lot for work. Every day, I have to write ...

I usually carry my phone with me, but I don't use it too much. I'd rather ...

2A You are going to watch a programme about how a company improved communication in the office. Answer the questions.

- 1 What types of communication do you think people in an office use frequently?
- 2 What kinds of problems with communication in an office do you think people might have?

3 Watch the video again and complete the notes.

1 the type of communication that is causing problems	
2 what employees were not allowed to do	
3 the type of communication employees must use in the office	
4 the employees' feelings about the changes	
5 the two things Cary Cooper wants employees to balance	
6 the atmosphere in the office after the experiment	

**4 Watch the video again and decide if these sentences are *true* (T) or *false* (F).
Correct the incorrect sentences.**

- 1 Mike Brogan feels that it's important for his employees to work after hours.
- 2 One employee says he checks his email on holiday and at the weekends.
- 3 Cary Cooper doesn't want the employees to use email at all – even with customers or people outside of the office.
- 4 Cooper says there is no connection between what happens at work and what happens at home.
- 5 Most of the employees couldn't stop working after hours.
- 6 One result of the experiment was that the workers got to know their colleagues better.
- 7 The experiment was a success.

5 Work in pairs or small groups. Discuss these questions.

- 1 Would you be happy to stop using communication technology for a day? A week? A month? Why / Why not?
- 2 How would it change your life if you couldn't use communication technology? What would become more difficult? Would anything become easier?

6 Complete the text using the words in the box.

catch check internal master overloaded reply servant technology

I usually ¹ _____ my email first thing in the morning, on my phone. But I don't ² _____ to any messages before I've had breakfast. I properly ³ _____ up on my emails when I arrive at the office, first thing in the workday. I have customers all over the world, so a lot email arrives overnight. Those are usually manageable. But emails from my colleagues and from company management have often ⁴ _____ me. These ⁵ _____ emails are a real problem. Sometimes, people write three different emails, each with one question. Some people choose 'reply all' and I receive a copy of a message that is of no interest to me. ⁶ _____ is great and makes a lot of useful communication possible. But sometimes I worry that I am the ⁷ _____ of technology rather than the ⁸ _____. And that's a depressing thought.

7 Complete the questions with words from Exercise 6. Then work in pairs and answer them.

- 1 Do you more often _____ to messages immediately, or take some time before answering?
- 2 How often do you _____ your social media?
- 3 Do you consider yourself a _____ of technology, or its servant? Explain.
- 4 Do you have a special time when you _____ up on emails and other messages, or do you look at them as they come in?
- 5 Are you _____ by communication?

Student A

Digital communication in the workplace			
Questions	Name	True	False
1 Technology helps me to do my job (or study) in a very efficient way.			
Notes:			
2 Internal emails make it easier to keep up-to-date with important developments.			
Notes:			
3 The best approach is to answer all emails in the same order that you received them.			
Notes:			
4 People who feel overloaded by emails are not using digital communication properly.			
Notes:			
5 The internet is amazing, but it's not the master. We could still work and manage successfully without it.			

Student B

Digital communication at home			
Questions	Name	True	False
1 My friends and I would never manage to organise our social events without technology.			
Notes:			
2 Digital communication is used too much. My family members expect me to check my phone all the time.			
Notes:			
3 Social media lets me catch up on my family and friends' news when I have time.			
Notes:			
4 I'm not a servant to technology because I carefully choose the blogs, sites, etc. that I want to look at.			
Notes:			
5 Too many people are overloaded by digital communication. If I could delete the internet from the world, I would.			

B Work in pairs or small groups. Write *Wh-* questions for a survey to find out about how your class communicates. You have five minutes to get your questions ready.

What methods of communication do you use every day?

How many minutes per day do you ... ?

What are the pros ... ?



1 Choose the correct option in italics.



Checklist for dealing with emails at work

- ☐ Try not to ¹ *receive* / *check* your email too often.
- ☐ ² *Catch up on* / *Delete* all your emails once or twice a day.
- ☐ When you have lots of emails, prioritise. ³ *Reply* / *Manage* to the most urgent first.
- ☐ When you send a(n) ⁴ *internal* / *social* email, always use professional language.
- ☐ Be the ⁵ *master* / *servant* of your inbox! Keep control by deleting unimportant emails so that you don't ⁶ *manage* / *overload* it.

2 Complete the conversation using suitable words from Exercise 1.

S: How's the project coming along, Tomas?

T: Not too bad, thanks, Sophie, but I'm so busy. The problem is that people ¹ _____ me with messages and emails.

S: Is that because of the project?

T: Not really. A lot of them are ² _____ emails where colleagues have copied me in and they didn't have to. Very few of them are important.

S: When do you deal with them?

T: I always ³ _____ them first thing in the morning, and delete a lot. Later in the morning, I ⁴ _____ on them properly and ⁵ _____ to the important ones.

S: It sounds to me like you are organised, Tomas. You have ⁶ _____ the skill of dealing with emails anyway.

T: That's probably because I have to read so many!

3 Complete the sentences using the words in the box.

choice concentrate encourage
engaged improve productive

1 My company is keen to try anything which will _____ communication.

2 When making a presentation, remember the audience will only stay _____ for a short time.

3 It's good to provide a(n) _____ of dates when trying to set up a meeting.

4 When I am talking to a colleague, I try to _____ on listening actively.

5 I've had a very _____ morning and read all my urgent emails.

6 We _____ all employees to delete unread emails on a weekly basis.