

Unit 8: Vocabulary – Digital communication

Choose the correct option.

Checklist for dealing with emails at work

- Try not to 1 your email too often.
- 2 all your emails once or twice a day.
- When you have lots of emails, prioritise. 3 to the most urgent first.
- When you send a(n) 4 email, always use professional language.
- Be the 5 of your inbox! Keep control by deleting unimportant emails so that you don't 6 it.

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!

Complete the sentences using the words below.

= 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.