

PROGRESS TEST 3 – COMMUNICATION

PART A: LISTENING

Task 1. You will hear eight short recordings twice. For questions 1–8 choose the correct answer.

1 What is the woman doing?

- a** writing a text message
- b** making a phone call
- c** making a video call

2 What does the man think his company should do?

- a** stop personal emails at work
- b** make staff leave work phones in the office at night
- c** make staff exercise more

3 Where did the man meet his boss?



a



b



c

4 Where does the woman work now?

- a** in an open-plan office
- b** in a private office
- c** in her own home

5 Which product has a fault?



a



b



c

6 What has gone wrong with Helen's negotiation?

- a The customer wouldn't agree to a compromise.
- b Helen gave a bigger discount than she was allowed.
- c Helen didn't have the right information.

7 Which report does the man need today?

- a customer service
- b export sales
- c regional planning

8 What must the woman do first?

- a write the report
- b speak to the designers
- c check the contract

Task 2: Listen to the podcast and do the following tasks.

1  8.01 Listen to the podcast and put the topics in the order they are mentioned.

- a communication skills needed by a good manager ____
- b choosing the right language to use ____
- c coming to a conclusion through discussion ____
- d deciding whether to email or phone ____
- e being quiet if you don't know the answer ____

2 Listen again and choose the correct option.

- 1 Andreas Hammer believes certain people
 - a speak without thinking.
 - b don't like meetings.
 - c never know the answer.
- 2 He thinks that in meetings people
 - a talk too much.
 - b need to share ideas more.
 - c discuss ideas too much.
- 3 According to Andreas the workplace
 - a is like college.
 - b is usually casual.
 - c is more formal than university.
- 4 What does Andreas say people need to learn to do?
 - a write emails
 - b make phone calls
 - c choose the right way to communicate
- 5 Managers
 - a usually communicate well.
 - b need to be better communicators than others.
 - c are not always good communicators.
- 6 Managers have to communicate to their team
 - a in writing.
 - b as a group.
 - c on a personal basis.

3 Complete the notes in the table.

Skills to develop	How to communicate	Good managers
Learn how to say ¹ _____ at first and think about the question.	Decide the best ³ _____ of communicating: face to face, email, etc.	They have to communicate to the staff ⁵ _____ made by the directors.
Learn how to share ideas to ² _____ a decision together.	In writing your view is fixed but by phone you can ⁴ _____ it during the conversation.	They need to communicate with each ⁶ _____ personally.

PART B: READING

Task 3: Read the article and choose the correct answer a, b or c.

Digital technology: Does it really improve work?

The digital revolution took many older, well-established businesses by surprise. Unfortunately, many of these companies still do not use digital systems which are suitable for them. Larger organisations can often be much slower to react to change than smaller businesses and do not adapt as quickly.

Due to this lack of vision, these companies have sometimes been slow to follow a new way of doing business. As a result, they have had to watch new online shops eat into their market share.

Technological innovation has allowed many new online retailers to set up. Even individuals are now able to sell their goods worldwide thanks to this technology.

However, when companies do allow technology to take over, the result is not always what was expected. Colleagues no longer speak to each other face to face, but send hundreds of emails instead. This has led to people feeling isolated and alone, and people working alone are more likely to suffer from depression.

Digital communication systems help companies be more efficient, but managers need a good strategy to ensure that their staff know how to make the best use of system updates. Therefore, it is important that everyone is given training each time new software is introduced. Otherwise, employees will get frustrated if they do not know how to use the system effectively.

Two decades ago experts encouraged businesses to aim for paperless offices. While technology has made this possible, security is a big issue: every digital system that exists could be hacked into or power cuts could make the system crash completely. People therefore keep paper copies of important files in case these things happen.

A large percentage of the current workforce is made up of millennials, the generation brought up with digital technology. They expect the digital systems at work to function as quickly and efficiently as their home systems and this often is not the case. Companies which do not have up-to-date systems find that they are not attracting younger employees.

It is true that many companies have not chosen digital systems which are right for them. However, experts now recognise that one size does not fit all, which is good news for businesses who do not have extensive digital knowledge. They can now use consultants to advise them and help them avoid making expensive mistakes.

1 What does the first paragraph say about large organisations?

- a** They led the digital revolution.
- b** They do not make changes quickly.
- c** Their vision has surprised some people.

2 According to paragraph 2, what has technological innovation led to?

- a** a large number of new companies failing
- b** large companies exporting more
- c** online shops increasing their market share

3 What might happen when technology takes over?

- a** Colleagues expect better communication.
- b** There are more face-to-face meetings.
- c** Staff might become depressed.

4 What does the article say about digital communication systems?

- a** They are rarely effective.
- b** They need to be used correctly.
- c** They train staff efficiently.

5 What does the article say about the paperless office?

- a** Important files are still kept in paper form.
- b** Hacking has made it impossible.
- c** Businesses are expected to have them.

6 What do we learn about millennials?

- a** They want good digital systems at work.
- b** They are not attracted to large companies.
- c** They prefer to work from home.

7 In the last paragraph we learn that experts

- a** can make expensive mistakes.
- b** know that companies have individual needs.
- c** do not always have the answers

Task 4: Read the text and do the following tasks

The best way to recover from a technological bungle

By Pilita Clark

- A** The other day when I got to work, I found an email from a PR woman I have never met congratulating me on my new job at City AM, a newspaper I have never worked for.
- ‘Sorry,’ she wrote in a hasty follow-up mail. ‘Clearly not concentrating.’ The next day I heard from two men, one from an investment bank, the other a credit-rating agency.
- 5 Both had made email muck-ups they needed to correct. These people are far from alone. The idiotic mistakes we make at work are awful and getting worse.
- B** I know this because I make so many myself. The other week I gave one colleague a mis-typed email address for someone she needed to contact and another the wrong date for a meeting. Then I nearly wrote a story with the name of one person spelt two different ways.
- 10 **C** Researchers have been warning for years that people who constantly juggle emails, texts and messages do not memorise or manage their work as well as those who pay attention to one thing at a time. Digital overload has been estimated to cost as much as \$997 billion a year in lost productivity and innovation, just in the USA. No wonder, when it is claimed we tap and swipe our phones an average of 2,617 times a day.
- 15 **D** I am astonished that the levels of office bungling are not far worse. It is still quite rare to see a huge blunder, such as the \$6 billion a Deutsche Bank worker accidentally transferred to a customer a couple of years ago.
- E** One big lesson I have learnt is this: if you do happen to send an idiotic email at work, unless you have caused a stock market meltdown, just apologise and move on. Never try
- 20 to recall it.

A look through my inbox shows there was only one month this year – August – when I did not get at least one message from someone announcing they ‘would like to recall’ an email. In almost every case, I did what everyone does in this situation: I tracked down the note to see what it said.

1 Read the title of the article and choose the option (a, b or c) which best explains its meaning.

- a** how to make your computer more secure and safe for the future
- b** ways to avoid competitors stealing your ideas for new technology
- c** how to make things better, not worse, when you make mistakes using electronic communication

2 Read the article quickly and match the sub-headings (1-5) with the sections of the article (A-E).

- 1 A banking mistake _____
- 2 I make mistakes too _____
- 3 What not to do _____
- 4 Errors in emails sent to me _____
- 5 Why mistakes are made _____

3 Read the article again. Then read these sentences and choose the correct definition (a or b) for the words/phrases in bold.

- 1 Karl has made another **blunder** on the invoices. He doesn't pay attention to his work.
a request **b** mistake
- 2 Experts advise that workers who **juggle** tasks are less likely to do a good job.
a do more than one thing at time **b** take frequent breaks
- 3 When I watch TV while messaging and writing a report, I can suffer from **digital overload**.
a the effect of using too many devices **b** the result of forgetting to turn off devices at the same time
- 4 As requested, the customer **transferred** €2,500 and it arrived in our account this morning.
a sent the money by electronic banking **b** made a credit card payment
- 5 Is it better to **recall** an email when you make a mistake or simply apologise?
a request delivery confirmation **b** retrieve an email that has not yet been opened

4 Which statements describe the writer's attitude to mistakes? Is the information true (T), false (F) or not given (NG)?

- 1 She gives examples of errors made by three colleagues.
- 2 She thinks we are making more mistakes than in the past.
- 3 She always checks her emails and never makes mistakes herself.
- 4 Sometimes she suffers from digital overload.
- 5 She is surprised that big mistakes don't happen more frequently.
- 6 She thinks the bank worker should have been fired for his mistake.
- 7 When you make a mistake, say 'sorry' and carry on.
- 8 She has never searched for a recalled email to read the message.

5 Match the email extracts (1–4) with the people who are likely to have made the mistakes (a–d).

- 1 I'm afraid the money was sent in error and needs to be returned immediately.
- 2 Congratulations on your promotion – well done!
- 3 Pieter worked in Hong Kong for six months. After that Peter moved to Shanghai.
- 4 Your work will be more productive if you concentrate on one task at a time.

- a the writer
- b the PR woman
- c a researcher
- d a bank worker

6 Complete the communication tips with the words/phrases in the box.

correct hasty inbox mis-typed pay attention spelt

It's important to ¹_____ when writing because if you concentrate, you will make fewer mistakes. If you do make an error in your communication, make sure that you ²_____ it quickly. Careful checking will help to avoid most mistakes. Before you hit 'Send' are you sure that you haven't ³_____ an email address or ⁴_____ a word incorrectly? Simple details are sometimes the easiest things to get wrong, especially when writing a ⁵_____ message while you are doing more than one thing at a time. When you look in your ⁶_____, you will find plenty of examples of emails containing errors that are easy to avoid. Try to make sure that your communication doesn't contain the same mistakes.

PART C: WRITING

Write an email to your friends (150 words) to talk about some types of workplace communication.