Digital Communication



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 u

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.
b useful, but I don't use it very often.
c an annoying interruption.
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?

LIVEWORKSHEETS

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?

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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.			

LIVEWORKSHEETS

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 ... ?



LIVEWORKSHEETS

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.

LIVEWORKSHEETS