



Business Pre-Intermediate

Unit 15: Training

Objectives

- Talk about personal development and training
- Give advice
- How to be persuasive
- Inviting and offering



First published in 2024 by mYngle

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1. Answer the questions.

1. What training programmes does your company offer?
2. Which training course would you like to take? Why? Choose from the list below or use your own ideas.



2. Listen to four people speaking about the courses that they attended and complete the table.



Audio 15.1

- Communication skills course
- Language course
- Time management course
- Leadership course

Person	Course	Experience (positive / negative)
Nora		
James		
Benjamin		
Sara		



3. Cross out the noun in each group that can't combine with the verb in bold.

1. **develop** _____ a skill / a programme / a boss / a plan /
2. **build** _____ change / experience / a skill / strength
3. **gain** _____ knowledge / project / experience / a skill
4. **improve** _____ a distance / performance / a skill / relations
5. **work on** _____ strengths / a project / a plan / a company
6. **master** _____ a skill / a language / a promotion / a situation



4. Listen again. What collocations from exercise 3 were used in the audio? (*optional*).

Audio 15.1

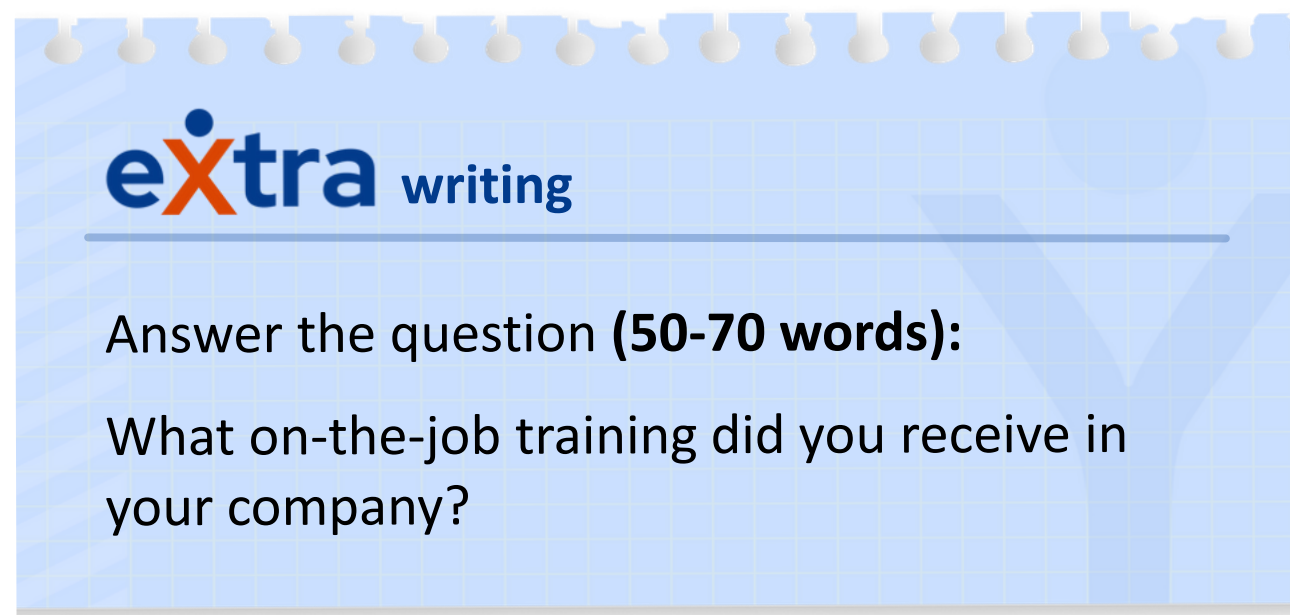
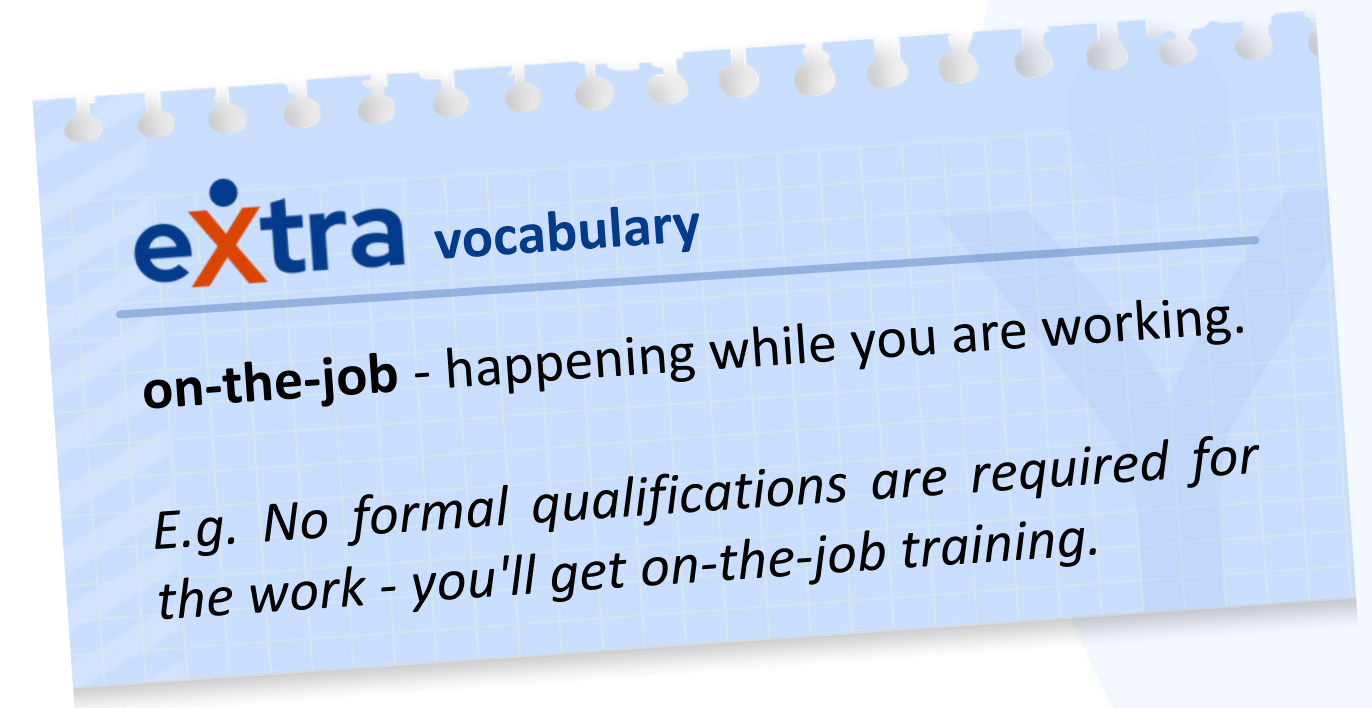
5. Complete the questions with the verbs (a-e).

- | | |
|---------------|--|
| a. gain | 1. What skill would you like to _____? |
| b. develop | 2. What would you do to _____ relations in your team? |
| c. master | 3. What kind of project are you currently _____? |
| d. improve | 4. Which language would you like to _____? |
| e. working on | 5. What course would help you to _____ more knowledge? |

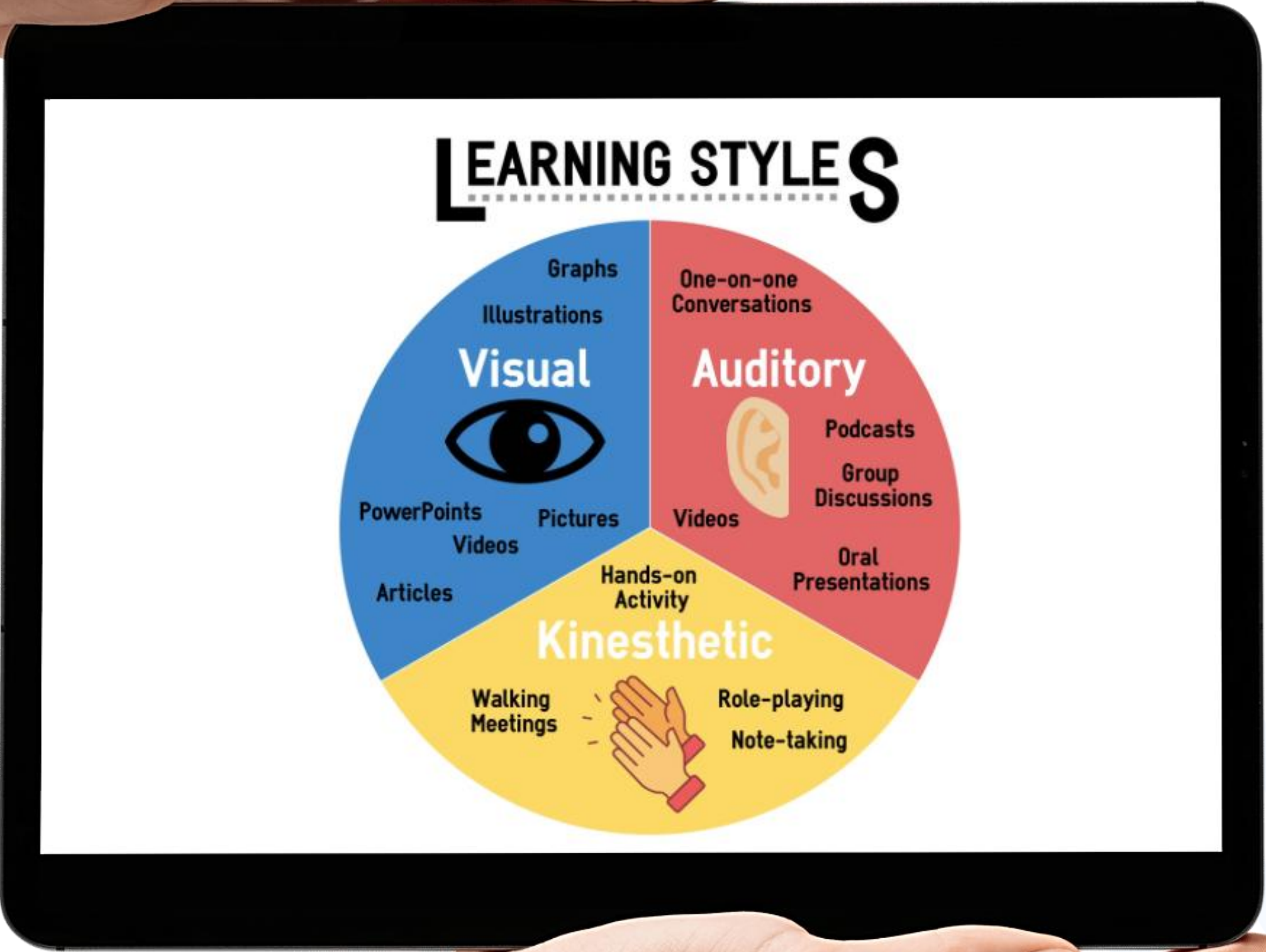
6. Answer the questions in exercise 5.

7. Tell your teacher / partner about a training course that you participated in.

1. What was the course?
2. How many people participated in the training?
3. Was it online or in-person?
4. What did you learn?
5. What did you like about the course?
6. What didn't you like about it?



1. What's your learning style? Tell your teacher / partner.



2. Read the text and answer the questions.

1. What is the idea of the 20-Hour Rule?
2. What are the four steps for learning a new skill?



Josh Kaufman is an author and business coach that teaches people how to master new skills quickly and efficiently. His most famous concept, the "20-Hour Rule," is based on the idea that with just 20 hours of focused, deliberate practice, one can become competent in any new skill. Josh breaks down the process into four steps:

1. **Deconstruct the skill:** First, decide what you want to learn and break it down into smaller parts. This approach allows you to develop skills and improve your performance. For example, if you want to play the guitar, start with simple chords. If you wish to learn a new language, focus on essential vocabulary and basic grammar first.
2. **Learn enough to self-correct:** It's good to use three to five resources, like books or videos. The goal isn't to become an expert. You should learn just enough so you can practice and notice your mistakes. This way, you can **give feedback** to yourself and get better.
3. **Remove practice barriers:** Find a place where you won't be distracted by things like TV or the internet. This helps you focus on your practice.
4. **Practice for at least 20 hours:** Commit to a minimum of 20 hours of deliberate practice. This will help you to **achieve your objectives**.

By following these steps, you can **set new goals** and **motivate** yourself to keep learning. This method also helps to **improve your promotion prospects** because you are learning new and useful things.

3. Choose the correct word.

1. It's not useful to **appoint / set** goals; they just make you stressed.
2. You must work extra hours to **improve / give** your promotion prospects.
3. You don't need to **create / motivate** others if it's not your job.
4. Managers shouldn't **give / take** negative feedback, because it can make employees feel bad.
5. Sometimes, you must **keep / take** a step back in your career to move forward.

4. Do you agree or disagree with the statements in exercise 3? Explain.

5. Discuss with your teacher / partner how you can deconstruct the following skills (break them down into smaller parts).

- cooking gourmet meals
- painting
- learning English
- creative writing
- negotiating
- public speaking
- leadership

6. Choose a skill you would like to gain. Think about what you need to do to build this skill in 20 hours.

1. Read Elon Musk's quote. Do you agree or disagree? Why?

'A well-thought-out critique is as valuable as gold and you should seek that from everyone you can but particularly your friends.'



2. Read Dr. Phil's advice below and complete the Language Point.

Dr. Phil is a TV show hosted by Dr. Phil McGraw, who helps people solve their personal problems. He talks to guests about their life issues and gives them advice on the show.



1. You **could** try setting clear goals to see your progress.
2. You **mustn't** ignore the results of your choices.
3. You **should** make plans and follow them to improve your life.
4. You **must** take responsibility for your actions and their results.
5. You **shouldn't** let past mistakes stop you from trying new things.

Language point

1. We use _____ to offer advice when we want to say that something is a good idea.

Example _____

2. We use _____ to offer advice when we think that something is a bad idea.

Example _____

3. We use _____ to make suggestions or gentle advice. Example _____

4. We use _____ to give very strong advice. Example _____

5. We use _____ to say that something is a very bad idea or to talk about things we need to avoid doing. Example _____

- **could**
- **must**
- **should**
- **mustn't**
- **shouldn't**



Audio
15.2

3. Listen to four people speaking about the best piece of advice they received. Write down what they say. Which tip do you like most? Why?

1. Evelyn _____
2. Oliver _____
3. William _____
4. Sophia _____



Audio
15.2

4. Listen again and choose the correct word.

1. I **mustn't / should** plan to arrive a bit earlier, grab a coffee on the way, start my day relaxed.
2. Yeah ... and I **mustn't / could** rush.
3. This means I **shouldn't / should** take everything to heart.
4. You **mustn't / must** respect others.
5. I **could / must** make my relationships better.
6. From my dad, I learned that I **should / shouldn't** stay positive.
7. We **must / mustn't** focus on the negative.
8. This approach **could / shouldn't** change how others react to us.

5. Match the situations with the advice.

- | | |
|---|--|
| 1. I'd like to find another job. | a. You should be on time. |
| 2. I can't do all this work by myself. | b. You shouldn't start so early. |
| 3. I have an important meeting next week. | c. You should delegate. |
| 4. I haven't felt well recently. | d. You must take care of your health. |
| 5. I started work at 6 a.m. | e. You could cycle to work. |
| 6. I would like to go to the gym more often, but I'm very busy. | f. You could update your LinkedIn profile. |

6. Read the letter and give advice. Use *should / shouldn't, could, must / mustn't*. Then check Abby's answer on the next page.



Dear Abby is a famous advice column where people write letters to ask for help with their problems. Abby gives advice on things like family issues and how to deal with friends.

1. Dear Abby: I worked 11 years in a law firm's accounting department. My younger coworkers often missed work because of family issues, which made me do all the work. I told my boss I was tired and needed help, but he didn't help and told my coworkers I complained. I quit. My old boss still calls to check on me, but I know he doesn't really care. Should I tell him to stop calling?

2. Dear Abby: My boss can't drive and has moved close to work. I helped her and her daughter with rides, but now she wants more lifts without offering gas money. I work at night and have my own child to look after. How can I tell her I can't drive her anymore without being rude?

7. Read the advice. Did you have the same ideas?



1. **Answer:** You should tell your former boss you don't want him to call you anymore. If he asks why, you could tell him you know he shared your private words. You shouldn't feel bad about blocking him if he doesn't stop.

2. **Answer:** You **should** tell your boss kindly that you can help her sometimes, but you can't be her driver all the time because you have your own work and family. You **could** ask her for money for gas if you keep driving her daughter. You **shouldn't** feel bad for speaking up. It's important to look after your own needs too.

8. Work with your teacher / partner. Both of you have problems. Take turns to tell each other about your problems and offer advice.

Problem	Solution
1. Your boss is 71 and isn't open minded.	
2. Your best employee has a job offer from your competitor.	
3. You can't choose between Mexico and Indonesia for your next holiday.	
4. Your biggest customer wants a 20% discount.	
5. You have too much work, so you do overtime.	
6. You would like to be promoted.	
7. There are too many meetings in your company, and they are long.	
8. You didn't achieve your objectives and you are nervous about the annual appraisal.	

1. Look at the types of training below. What types of training have you participated in? What's your favourite type? Why?



2. Read about the "Entrepreneur Elevator Pitch", then listen to the conversation and note down Rocco's answers to the investors' questions.



The TV show "Entrepreneur Elevator Pitch" is about business people who have one minute to present their business idea during a short elevator ride. If the investors like the pitch, the elevator goes to the top floor where the entrepreneur can talk more and maybe get money for their business. If they don't like the pitch, the elevator goes back down and the business person leaves with no deal.

Kim Perell,
CEO of 100.co,
serial entrepreneur
and investor



Audio
15.3

1. What makes your academy different?
2. What does your technology actually do?
3. Could this approach prepare educators for real-life situations?
4. How many people are using your service now?

Joe De Sena,
CEO and founder of
Spartan
and the Death Race



Marc Randolph,
co-founder and
first CEO of Netflix





Audio
15.3

3. Complete the sentences with the words below, then listen again and check.

- consider
- really
- face
- agree
- sense
- honest

1. Well, **let's** _____ it, there's a lot of educational content out there.
2. **To be** _____, we do something quite special.
3. **I'm sure that it makes** _____ **to** integrate mental health into education.
4. **Let's** _____ a part of our program.
5. I _____ **think that** this helps educators learn better.
6. I'm sure **you'll** _____ that practice is the best way to learn.

4. Do you think it's important to organize mental health and emotional intelligence courses for employees and managers? Why? Present your arguments using the expressions in bold from exercise 3.

5. Choose one of the topics (1-5) and use the phrases below to persuade your teacher / partner.

- Let's face it ...
- The thing is, ...
- Well, to be honest ...
- I really think that...
- Let's consider...
- I'm sure you'll agree that...
- It would be beneficial for us to...
- Don't you think that...
- It makes sense to...

1. **Flexible work schedules** - present the benefits of flexible hours and working from home to make employees happier and more productive.
2. **Offer professional development** - suggest creating training programs to improve employee skills and help their careers.
3. **Start sustainability initiatives** - recommend using eco-friendly practices at work like recycling and using green energy.
4. **Organize team building activities** - suggest exercises that help team members communicate and work together better.
5. **Introduce health and wellness programs** - recommend starting health programs such as gym memberships or mental health days.

6. Role-play the situation below. Persuade your teacher / partner.

Student A

You work at a big company and would like to take an English language course. You don't need English for your job right now, but you think it might be useful for the future and when you travel. Convince the HR manager (Student B) that it's a good idea for you to learn English.

Student B

You are the HR manager. One of your employees (Student A) would like to take an English language course. The rules at your company say English classes are only for employees who talk to people from other countries for work. Also, there isn't much money for courses right now.

extra writing

Answer the question **(50-70 words)**:

Is studying online better than studying in the classroom?

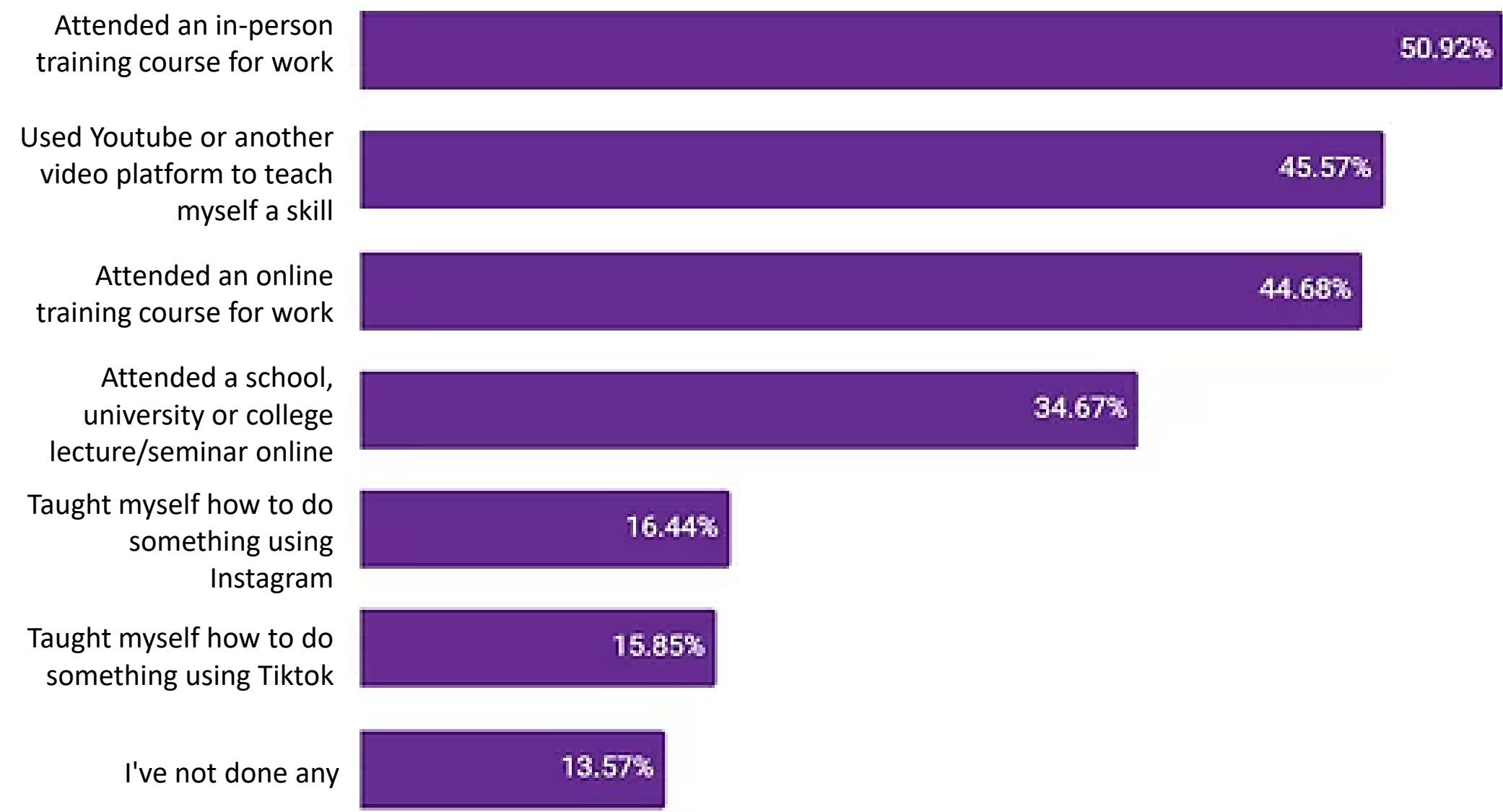
extra vocabulary

you live and learn - said when you hear or discover something that is surprising.

E.g. I had no idea they were related. Oh well, you live and learn.

1. Discuss the information below with your teacher / partner.

WHICH OF THE FOLLOWING TYPES OF LEARNING HAVE YOU EVER DONE?





Audio
15.4

2. Listen to the conversation between Kim (HR Manager) and Jacob (training provider) and say if the statements are True or False.

1. Kim would like to organize a team-building event.
2. She wants to include some elements of project management.
3. Kim wants Jacob to add a session on mental health.
4. Jacob can't provide handouts.
5. Jacob will arrange a feedback session after the course.





Audio
15.4

3. Complete the sentences using the pairs of words in the box. Then listen again and check.

- great + thank
- like + interactive
- very + you
- me + organize
- shall + access
- that + great
- ~~would + leadership~~
- want + area

1. *Would* you like a workshop on *leadership* and team management?
2. Would you _____ me to also arrange some _____ sessions?
3. What a _____ idea, _____ you!
4. Do you _____ me to find an expert in this _____ to lead it?
5. _____ I add _____ to a learning platform for a month?
6. _____ would be _____.
7. Would you like _____ to _____ it?
8. Thanks. That's _____ good of _____.

4. Put the sentences from exercise 3 into the correct boxes.

Inviting / offering	Accepting

5. Read the Key expressions. Ask your teacher if you don't understand any of them.

Inviting / offering

- *Would you like ... ?*
- *Would you like to ... ?*
- *Do you fancy (-ing) ... ?*
- *Do you feel like ... ?*
- *Do you want me to ... ?*
- *Would you like me to ... ?*
- *Shall I ... ?*

Accepting

- *Yes, please.*
- *Thanks. That's (very) good of you.*
- *That would be nice / great.*
- *I'd love to, thanks.*
- *That sounds lovely, thank you.*
- *What a great idea, thank you.*

Declining

- *Thank you for the invitation, but ...*
- *Thanks for asking, but ...*
- *No, thanks, but I'd love ...*
- *That's very kind of you, but ...*

6. Work with your teacher / partner. Take turns to make and respond to invitations and offers.

1. Your colleague has worked hard all morning and it's now lunchtime.
2. Your visitor has just arrived from a long flight and needs to rest.
3. Your colleague forgot their charger, and their phone is almost dead.
4. Your visitor needs to get to the airport after a meeting.
5. It's 11 a.m. and your colleague hasn't had a coffee yet.
6. Your colleague is having trouble printing a document for a meeting.
7. Your colleague is struggling with a new software program.
8. Your colleague looks stressed after a long meeting.

Inviting / offering

- *Would you like ... ?*
- *Would you like to ... ?*
- *Do you fancy (-ing) ... ?*
- *Do you feel like ... ?*
- *Do you want me to ... ?*
- *Would you like me to ... ?*
- *Shall I ... ?*

Accepting

- *Yes, please.*
- *Thanks. That's (very) good of you.*
- *That would be nice / great.*
- *I'd love to, thanks.*
- *That sounds lovely, thank you.*
- *What a great idea, thank you.*

Declining

- *Thank you for the invitation, but ...*
- *Thanks for asking, but ...*
- *No, thanks, but I'd love ...*
- *That's very kind of you, but ...*

7. Read the situation below and role-play it with your teacher / partner.

Student A

You are an HR manager. You need to organize training for your sales department.

Check with Head of Sales (Student B) if he/she prefers:

- role-play or group activities
- the training to take place on Friday or Saturday

You want:

- to ensure participation from all sales reps
- confirmation of attendance by the end of the week

Student B

You are a department head in the sales team. HR manager (Student A) would like to organize training for your team.

Check if the HR manager needs you to:

- book a conference room
- prepare any materials or resources
- arrange lunch for the team

You want:

- more group activities
- the workshop to take place next Friday from 10 a.m. to 2 p.m.

extra writing

Answer the question (50-70 words):
What training course would you like to take? Why?

1. Read what people say. What do you think they are talking about?

Speaking because sometimes I feel "ridiculous" in public, I imagine that other people think "Ohhh, look! She can't talk!"



I don't have enough words



Grammar



Listening is hard for me, especially different accents



Speaking ... because I start thinking in my native language and then I try to translate it in English.



Speaking because when I start speaking I understand that I make many grammar mistakes



Tenses



How to pronounce every word correctly

2. You are going to watch a video. Before you watch, match phrases (1-7) from the video to definitions (a-g).

- | | |
|---------------------|-----------------------------------|
| 1. frustrated | a. worried |
| 2. nightmare | b. annoyed, disappointed |
| 3. overwhelmed | c. advantage |
| 4. awkward | d. uncomfortable |
| 5. alien | e. too much to deal with |
| 6. anxious | f. a very bad dream |
| 7. competitive edge | g. a creature from another planet |



3. Watch the video and complete the sentences.

Video 1

https://www.youtube.com/watch?v=rWRL-1Krz_0&ab_channel=BBCLearningEnglish

1. I love speaking English because ...
2. When I started learning English, I felt ...
3. When I started learning grammar ...
4. I realized that I was starting to make good progress when ...
5. The first time I spoke to a native speaker ...
6. I met ...
7. Speaking English gives me ...

4. Continue the sentences from exercise 3 about yourself.

5. Answer the questions.

- 1. What is the most difficult thing for you about learning English?
- 2. What are your tips for learning English?



6. Watch the video and note down the tips. Did you have the same ideas?

Video 2

https://www.youtube.com/watch?v=ihb_EEod_6I&ab_channel=ABCEducation

1.

2.

3.

4.

5.

6.

7. Answer the questions.

1. Why are some languages more difficult to learn than others?
2. What's the most beautiful language?
3. Do you like reading in English? What do you read?
4. What English movies do you enjoy?
5. Do you have a favorite English song?
6. How often do you practice speaking English?
7. Who helps you learn English?
8. Do you use any apps to learn English?
9. How do you feel about learning English?

extra vocabulary

a piece of cake - something that is very easy to do.

E.g. The exam was a piece of cake.

1. Match (1-5) with (a-e).

- | | |
|------------|-----------------------------|
| 1. set | a. your objectives |
| 2. achieve | b. feedback |
| 3. improve | c. goals |
| 4. give | d. a step back |
| 5. take | e. your promotion prospects |

2. Choose the correct verb.

- George needs to _____ knowledge about computer programming.
a) take b) gain c) put
- We aim to _____ performance in our sales department.
a) improve b) have c) give
- I know it's overwhelming! But you can _____ a language by practicing every day.
a) forget b) increase c) master
- I will _____ a plan to achieve my career goals.
a) do b) develop c) read
- This course will help you to _____ strong leadership skills.
a) build b) lose c) listen
- What project are you _____ on?
a) doing b) developing c) working



3. Choose the correct word.

1. We need to **set / find** goals for the upcoming quarter.
2. Josh plans to **finish / achieve** his objectives by the end of the year.
3. My company offers incentives to **motivate / push** employees.
4. If Sarah leads this project, she will **decrease / improve** her promotion prospects in the not-so-distant future.
5. Could you please **give / hand** me feedback on the presentation?
6. Let's **take / give** a step back and evaluate our strategy.

4. Match the expressions with the sentences that best illustrate their meaning.

- | | |
|----------------------|---|
| a. develop a plan | 1. He wants to get really good at cooking by practicing new recipes every week. |
| b. work on strengths | 2. They try to build better connections with clients by communicating more often. |
| c. improve relations | 3. We need to create a strategy for the project |
| d. master a skill | 4. Rachel is very good at public speaking and she's improving this skill. |

5. Choose the correct word.

1. **Will / Would** you like a workshop on leadership and team management?
2. Would you **like / want** me to also arrange some interactive sessions?
3. **So / What** a great idea, thank you!
4. Do you **like / want** me to find an expert in this area to lead it?
5. **Shall / would** I add access to a learning platform for a month?
6. **Would / will** you like me to organize it?
7. That's very good **of / about** you.

6. Match invitations / offers (1-5) with responses (a-e).

- | | |
|--|---|
| 1. Do you feel like coming to our team meeting this afternoon? | a. Thanks for the invitation, but I already have plans this weekend. |
| 2. Can I help you with preparing the presentation slides? | b. Oh yes, that would be great. I haven't had a break all morning. |
| 3. Would you like to join us for lunch at the new café nearby? | c. No, thanks. But I'd appreciate it if you could bring me some tea instead. |
| 4. Would you like me to get some coffee for you? | d. Yes, please. That's very good of you. I'm not very good at designing slides. |
| 5. Do you fancy attending the company picnic this weekend? | e. Thank you for the invitation, but I have to finish some urgent work. |

7. Correct the mistakes.

1. You should to give feedback to your team more often.
2. you mustn't eats so much junk food.
3. Kate has worked a lot. She shoulds take a break.
4. If you are free, we could visiting the museum this weekend.
5. You must improves your performance to meet the targets.
6. I think your team should to gain more knowledge. How about taking a training course?
7. If you have nothing to do, you coulds help me with the report.

8. Complete the sentences (1-5) with the phrases (a-e).

- | | |
|--------------------|---|
| a. mustn't miss | 1. You really need to improve your skills. I think you _____ the project management workshop. |
| b. should attend | 2. You _____ the training sessions even if you're busy. |
| c. must complete | 3. If you have some free time, you _____ the new digital marketing course. |
| d. shouldn't skip | 4. You _____ all the modules to receive a certificate. |
| e. could enroll in | 5. You _____ any of the scheduled seminars. |