

Business Advanced

Unit 3: Change



Business Advanced

Unit 3: Grammar reference and Homework



1. Choose the best answer from the words in *italics*.

- 1. A large, flexible team of staff provides the *means / ability* to offer a 24-hour service.
- 2. She was given no *option / opportunity* but to accept the pay-off and leave at the end of the week.
- 3. Tests were *implemented / carried out* to confirm the seriousness of the diagnosis.
- 4. The change *procedure / process* is naturally a long one, which can be aided by having a set of *procedures / processes* in place.
- 5. The group's *main purpose / meaning* is to oversee the implementation of the new management structure.
- 6. The new CEO has completely *transformed / transferred* the working ethos in the company - employees are no longer apathetic and unmotivated.
- 7. The new secretary is very *effective / efficient* - she works incredibly quickly and to an admirable degree of accuracy.
- 8. The security department has put in *place / installed* cameras everywhere - I even noticed one above the mirrors in the bathroom the other day.
- 9. We're *accessing / entering* the final stage of the appraisal so all participants will need to *access / enter* key documents as quickly as possible.
- 10. You don't necessarily have to jump around and be *energetic / dynamic* to make a good impression on an audience - but you really have to be *energetic / dynamic* if you want to keep their attention.

2. Cross out the noun in *italics* which does not collocate with each verb 1-8.

- 1. **Accommodate:** needs / development / requirements / requests
- 2. **Achieve:** results / ideas / targets / success
- 3. **Anticipate:** problems / objections / requests / productivity
- 4. **Assess:** progress / performance / confirmation / a situation
- 5. **Exchange:** information / difficulties / ideas / knowledge
- 6. **Facilitate:** productivity / progress / change / objections
- 7. **Generate:** performance / ideas / enthusiasm / interest
- 8. **Measure:** progress / objections / success / performance

Answer Key

- 1.
 - 1. means
 - 2. option
 - 3. carried out
 - 4. process, procedures
 - 5. purpose
 - 6. transformed
 - 7. efficient
 - 8. installed
 - 9. entering, access
 - 10. dynamic, energetic
- 2.
 - 1. development
 - 2. ideas
 - 3. productivity
 - 4. confirmation
 - 5. difficulties
 - 6. objections
 - 7. performance
 - 8. objections

3. Complete (1-8) with the phrases from the list.

**achieve good results - generate enthusiasm - assess the situation -
facilitate productivity - accommodate the needs - exchange ideas -
anticipate objections - measure the performance**

1. Having a pleasant and comfortable working environment helps to _____ for the job.
2. He hopes to _____ in his accounting exam.
3. If you _____ to organizational change, you can prepare convincing arguments in response.
4. It can be difficult to _____ of individual staff, but there are a lot of useful tools that use a rating scale of 1-10.
5. Staff morale has been low so the company has brought in a consultant to _____ and find out why.
6. The investment in new machinery to streamline the production process should _____.
7. The marketing team met to _____ for a slogan for the new advertising campaign.
8. We've introduced a new system of flexible hours to _____ of working parents.

Answer key

3.

1. achieve good results
2. generate enthusiasm
3. anticipate objections
4. measure the performance
5. assess the situation
6. facilitate productivity
7. exchange ideas
8. accommodate the needs

1. Complete this presentation about flexible working with the phrases from the list.

- I said earlier
- and this brings me
- this is where
- turning to
- moving on
- I mean
- just to fill you in
- I'd like to start
- for example
- just to digress
- something to think about
- put it another way

... I'm going to talk about flexible working, and in particular e-teams. 1. _____ in on some of the background, research has shown that flexible working exists in 48% of companies with ten or more employees, and 61% of managers said that flexible working results in job satisfaction. It's 2. _____ and I'll return to this later... _____ by saying that a good communications policy is vital. The e-team operates on a 'dispersed' basis. To 4. _____ team members work in different locations and at different times. This means that synchronous communications need to be improved to take account of reduced face-to-face contact. By 'synchronous' 5. _____ meetings, phone calls, video-conferencing. Asynchronous communications - briefing notes, circulars, email, voicemail - need to be managed more carefully. ... OK, 6. _____ to look at the customer dimension. Whatever the working arrangements, it's vital that the customer gets a quick response. So, 7. _____, making the customer wait until a part-time member of staff is on duty, possibly several days later, is not acceptable. The vital information needs to be constantly available... Now, 8. _____ the issue of contacting staff members. As 9. _____, the team is likely to be dispersed. The ideal is to have a 'seamless' phone system. 10. _____ people are integrated into the phone network wherever they are. 11. _____ for a second - use the phone should be encouraged. Regular voice contact is important to avoid isolation. 12. _____ the last point - there's no substitute for getting everyone together on a regular basis. Make it fun, too...

2. Put the words in the correct order.

- 1. talk / divided / I've / into ... / my / up - _____
- 2. I'll ... / all / after / of / that / first / I'll ... - _____
- 3. in / about / more / I'll / that / moment / say / a - _____
- 4. on / background ... / to / fill / just / in / you / of / the / some - _____
- 5. are / now / know / with ... / I / if / you / familiar / don't - _____
- 6. point / this / and / key / my / is - _____
- 7. now / I'll / any / happy / be / take / to / questions - _____

Answer Key

1.

1. just to fill you in

2. something to think about

3. I'd like to start

4. this is where

5. for example

6. moving on

7. I mean

8. turning to

9. and this brings me

10. put it another way

11. just to digress

12. I said earlier

2.

1. I've divided my talk into...

2. First, I'll say all of that, and after...

3. I'll say more about that in a moment.

4. I'll just fill you in on some of the background...

5. I don't know if you are familiar with...

6. This is my key point.

7. Now I'll be happy to take any questions.

Speculating about future changes

Will or going to

In many sentences and situations, either *will* or *going to* is possible. However, in general use *will*:

1. To make predictions based on experience

*We've launched a new product, so sales **will** increase soon.*

2. To give or ask for information about the future

*When **will** the team need to submit their reports?*

3. To make promises, requests, and threats

***Will** you help me set up the presentation?*

4. To make spontaneous decisions (at the time of speaking)

*You're not ready? OK, fine, **I'll** wait for a few more minutes.*

Use going to

5. To make predictions based on our current feelings and thoughts

***I'm going to** get frustrated if this doesn't work soon.*

6. To talk or ask about plans or intentions

*Anna's **going to** visit the New York office next week.*

7. To talk about decisions that have already been made

***I'm going to** issue a formal complaint about the delayed response.*

Certainty and the future

1. Several modals can be used to make predictions about change in the future, with different degrees of certainty.

*The changes in company **policy might/could/will** impact employee satisfaction.*

2. With similar meaning, **will** + adverbial (**adverbial + won't**) is possible.

*The new regulations **will perhaps** encourage international trade.*

*The demand for electric vehicles **probably won't** decrease this year.*

We can also use a range of adjectives:

3. With structures like *be... to ...*

*The project is **(un)likely/expected/certain/bound to** exceed our initial expectations.*

4. With structures like **it's ... that ... will ...**

*It's **(un)likely/probable/certain** that the new strategy **will** improve customer engagement.*

We can also use adverbs of degree (**quite, very, really, etc.**) with most of these structures, to add emphasis or distance.

*The merger is **quite** likely to increase the company's market share.*

1. Complete these sentences with the most appropriate future form of the verbs in brackets.

- 1. Sorry, Ali, I'm in a meeting right now. I _____ (call) you back in 20 minutes.
- 2. We _____ (roll) out the changes in our management structure over the next year.
- 3. The video link's down. Never mind, I _____ (give) the presentation on my own.
- 4. You _____ (listen) to me for over an hour by then, so at that point I _____ (take) any questions.
- 5. You _____ (learn) about your annual bonuses on 5 April, all being well.
- 6. Henry _____ (speak) to everyone in the room by the end of the evening, I think. He's such a networker.
- 7. Their shares _____ (yield) a decent dividend, given past form.
- 8. It _____ (be worth) finding out why they turned down the offer.

2. Rewrite sentences 1-8 using the words in brackets.

- 1. It's likely that the consultants will suggest merging the departments. (probably)
_____.
- 2. I'm sure they'll deliver the stock in time. (almost certainly)
_____.
- 3. The management will ask our opinion before making the changes. (bound)
_____.
- 4. The tax changes might well turn investors away. (probable)
_____.
- 5. I've got to go now, but I'll probably see you at the launch party later. (good chance)
_____.
- 6. The training course probably won't be useful. (unlikely)
_____.
- 7. We think the CEO will make an announcement at the dinner. (expected)
_____.
- 8. They may need more identification than a credit card. (perhaps)
_____.

Answer key

- 1.
- | | |
|--|---------------------|
| 1. will call | 5. will learn |
| 2. are rolling | 6. will have spoken |
| 3. will give | 7. will yield |
| 4. will have been listening, will take | 8. is worth |
- 2.
- 1. The consultants will probably suggest merging the departments.
 - 2. They will almost certainly deliver the stock in time.
 - 3. The management is bound to ask our opinion before making the changes.
 - 4. It's probable that the tax changes will turn investors away.
 - 5. There's a good chance I'll see you at the launch party later.
 - 6. The training course is unlikely to be useful.
 - 7. The CEO is expected to make an announcement at the dinner.
 - 8. They might need more identification than a credit card.

Key Expressions

Outlining a structure

- *I've divided my talk up into ...*
- *First of all, I'll ...*
- *After that, I'll ...*
- *I'll conclude with ...*

Beginning the presentation

- *I'd like to start by saying ...*

Referring forwards / backwards / sideways

- *I'll return to ... later.*
- *As I said earlier, ...*
- *I'll say more about ...*
- *in a moment.*
- *Just to digress for a second, ...*

Signaling the next section

- *OK, moving on ...*
- *Turning to ...*
- *This brings me to ...*

Ensuring understanding of a specialist subject

- *Just to fill you in on some of the background, ...*
- *By ... I mean ...*
- *Now I don't know if you are familiar with ... ?*
- *Well, ... refers to ...*
- *This is where ...*
- *And perhaps here I should explain what I mean by ...*
- *That's when ... So, for example, ...*

Ending the presentation

- *And this is my key point. To sum up, ...*
- *I'll be happy to take any questions now.*