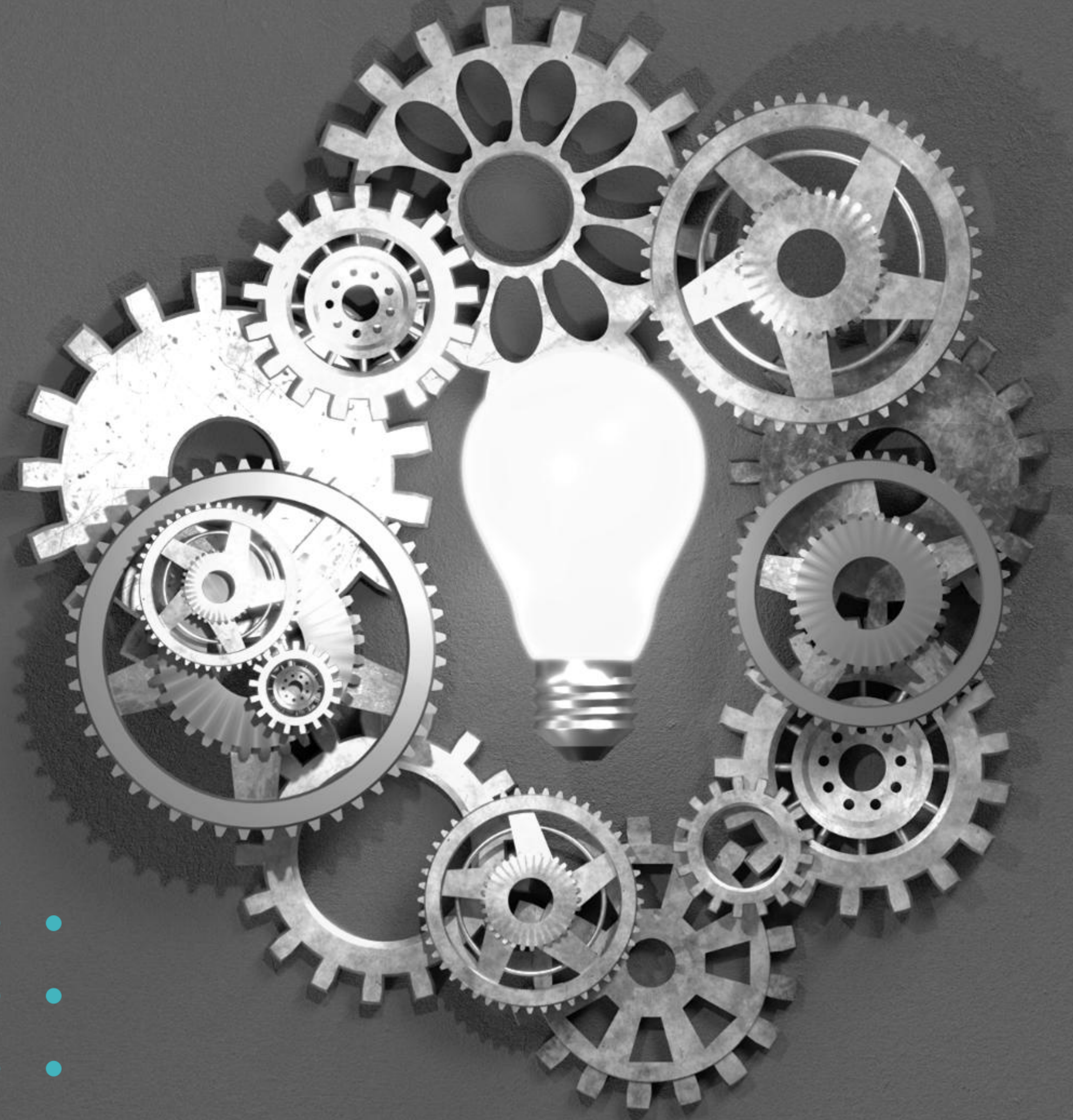


# mYngle

Business Intermediate

Homework - Unit 14: Processes



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1. Read the article titled “Navigating Change: The Power of Lean Thinking” and decide if the following statements (1-10) are true or false.

1. When there is a failure in a company’s system, it means the system has completely stopped working and Lean thinking focuses on maximizing waste and minimizing value.
2. To get to the heart of a problem means to understand its most important part.
3. Teams should look into specific areas causing problems when navigating change.
4. Digging deeper refers to exploring a problem more superficially.
5. Setting up a strategy encourages open communication among team members.
6. Drilling down means to examine details in a thorough manner.
7. Making the numbers involves achieving financial targets set by the organization.
8. Organizations should maintain rigidity when dealing with changes in the market.
9. Continuous improvement is important for adapting to new information.
10. Lean thinking provides a valuable framework for improving efficiency during change.

## Navigating Change: The Power of Lean Thinking

In the ever-changing economic landscape, organizations often run into challenges that require them to adapt quickly. This adaptability is where lean thinking becomes essential. Lean thinking is a methodology that focuses on minimizing waste and maximizing value. To effectively navigate through change, it’s important for teams to get to the heart of the issues they face. Understanding the most important part of a problem helps in crafting effective solutions.

To begin this process, companies should set up a strategy that encourages open communication. Starting off with a team meeting allows members to share their thoughts and insights about current challenges. From there, it is crucial to look into the specific areas that are causing problems. For instance, if a project is falling behind schedule, teams should dig deeper into the processes involved to find out why. This thorough exploration can reveal inefficiencies that may not be immediately obvious.

Once the problems are identified, it is essential to drill down into the details. This means examining every aspect of the workflow to uncover potential bottlenecks. By doing so, teams can figure out the best ways to streamline operations. This approach not only helps in addressing the current issues but also prepares the organization for future changes.

Achieving success in lean thinking also involves setting clear goals. Organizations must be able to make the numbers that reflect their financial targets. This means establishing specific metrics to gauge performance. When everyone is on the same page regarding these goals, it creates a sense of accountability and motivation. Teams are more likely to work collaboratively towards achieving the desired outcomes.

As businesses navigate through change, it is important to maintain flexibility. The ability to adapt strategies as new information becomes available can make a significant difference. Therefore, organizations should encourage a culture of continuous improvement. This involves regularly revisiting processes and being willing to adjust them as necessary.

In conclusion, lean thinking provides a valuable framework for organizations looking to improve efficiency and effectiveness during times of change. By looking into problems, digging deeper into the details, and focusing on financial targets, companies can position themselves for success. Ultimately, it is about fostering an environment where employees feel empowered to figure out solutions and contribute to the organization's goals. With these practices in place, organizations can successfully navigate through change and emerge stronger than before.

## 2. Find in the text phrases that match the following definitions.

1. analyze or study something in depth to uncover detailed information. \_\_\_\_\_
2. determine or resolve a problem or question. \_\_\_\_\_
3. grasp or identify the core issue or the most crucial aspect of a problem. \_\_\_\_\_
4. arrange, organize, or create a system or process. \_\_\_\_\_
5. initiate or commence an action or process. \_\_\_\_\_
6. examine or research a particular matter or problem for further understanding. \_\_\_\_\_
7. investigate a subject or issue with more detail and thoroughness. \_\_\_\_\_
8. successfully meet or reach specified financial goals or objectives. \_\_\_\_\_
6. unexpectedly encounter or experience something during a situation or process. \_\_\_\_\_

## 3. Complete each sentence with the correct term from the list below.

- dig deeper
- drill down
- figure out
- get to the heart
- look into

- make the numbers
- ran into
- set up
- start off

In a bustling marketing agency, the team was facing challenges with their latest campaign. One afternoon, during a brainstorming session, the project manager asked everyone to **1.** \_\_\_\_\_ by sharing any obstacles they had encountered. Emily mentioned that she **2.** \_\_\_\_\_ an issue with the data analysis tool they were using.

“**3.** \_\_\_\_\_ this problem further, and I’ll see if we can find a workaround,” said Jake, the tech specialist. He added, “It’s essential to **4.** \_\_\_\_\_ of what’s causing the delays so that we can move forward.”

Later, as they discussed the analytics, Sarah suggested, “We need to **5.** \_\_\_\_\_ into the metrics to understand what’s not working. I think the results could reveal a lot.”

“Good point,” replied Tom. “We should also **6.** \_\_\_\_\_ into our audience engagement numbers to ensure we are reaching the right people.”

As the discussion progressed, they realized that to **7.** \_\_\_\_\_ they had set for the campaign, adjustments were necessary. Emily then proposed, “Why don’t we **8.** \_\_\_\_\_ a meeting with the finance team to see what our budget allows?”

Finally, Jake concluded, “Once we **9.** \_\_\_\_\_ the issues and make the necessary adjustments, we can get this campaign back on track.”

1. Read the article titled Unlocking Opportunities: The Power of Creative Thinking in Business and put the missing sentences (a-e) in the most suitable space (1-5).

- a. When employees feel empowered to share their thoughts and ideas, it creates an environment where innovation can flourish.
- b. It is essential to open new doors by continually exploring possibilities and developing fresh ideas.
- c. This flexibility allows them to adapt to shifting market demands and stay ahead of the competition.
- d. This means being creative and looking for unique solutions to problems rather than following the same old paths
- e. This approach requires careful planning, and it is crucial to lay the groundwork for these new initiatives.

## Unlocking Opportunities: The Power of Creative Thinking in Business

In today's competitive world, many people find themselves stuck in the rat race, striving to keep up with demands and expectations. However, to truly succeed, it is essential to think outside the box. **1. \_\_\_\_**. When teams collaborate, they can plant the seed for innovative ideas that have the potential to grow into significant changes.

One such idea can often be a game changer. For example, a new technology might open new doors for a business, creating opportunities that were previously unimaginable. When organizations embrace these game-changing technologies, they can significantly improve their operations and overall success. However, it is not enough to rely solely on innovation; teams must also be willing to change their tack when necessary. **2. \_\_\_\_**.

Sometimes, the key to success lies in turning the tables on conventional thinking. Instead of accepting the status quo, organizations should challenge themselves to re-evaluate their processes and strategies. By doing so, they can uncover hidden advantages that can be leveraged for growth. **3. \_\_\_\_**. Preparing the foundation for change helps ensure that new ideas can be implemented effectively and sustainably.

As businesses navigate through challenges, it is vital to encourage a culture of creativity and collaboration. **4. \_\_\_\_**. This not only helps the organization to remain competitive but also fosters a sense of belonging and purpose among team members.

In conclusion, navigating the complexities of the modern business landscape requires a willingness to think creatively and adapt to changing circumstances. By embracing innovative approaches, businesses can transform obstacles into opportunities. **5. \_\_\_\_**. Ultimately, those who dare to think outside the box will find themselves better equipped to thrive in an ever-evolving world.

## 2. Complete the sentences below using the idioms in the box below.

- plant the seed
- change my tack
- game changer
- lay the groundwork
- think outside the box
- open new doors
- turn the tables

1. To remain successful in today's market, businesses must \_\_\_\_\_ by finding creative ways to solve challenges.
2. When we face difficulties, it can be helpful to \_\_\_\_\_ so we can gain an advantage over our competitors.
3. The launch of the new product has proven to be a \_\_\_\_\_, significantly improving our sales and reputation.
4. Attending industry conferences can \_\_\_\_\_ and help you connect with key professionals who can assist your career.
5. During our meeting, the manager asked us to \_\_\_\_\_ so we can begin brainstorming innovative solutions for our upcoming project.
6. After receiving constructive criticism on my report, I chose to \_\_\_\_\_ and adjust my strategy for the next one.
7. Before we begin the new marketing campaign, it's important to \_\_\_\_\_ to ensure everything is in place for success.

3. Rewrite each sentence using the word or phrase in the box. Make sure to keep the meaning the same.

**change your tack / a game changer / open new doors/ think outside the box /  
lay the groundwork / turn the tables / plant the seed**

1. Companies need to be creative to solve this problem.  
\_\_\_\_\_.
2. She managed to change the situation to her advantage.  
\_\_\_\_\_.
3. The new marketing strategy significantly changed the game for the business.  
\_\_\_\_\_.
4. Attending workshops can create new opportunities for networking.  
\_\_\_\_\_.
5. He started an idea that could lead to a successful project.  
\_\_\_\_\_.
6. After considering the feedback, I decided to change my approach.  
\_\_\_\_\_.
7. We need to prepare the foundation for the new project before starting.  
\_\_\_\_\_.

The passive voice is a grammatical construction that emphasizes the action or the recipient of the action rather than the doer. Here are the main uses of the passive voice:

**1. To emphasize what happened to something, not who did it.**

*E.g. The book was read by many students.*

(Focus is on the book being read, not on who read it.)

**2. To describe processes and procedures.**

*E.g. The cake is baked at a high temperature.*

(This shows how the process of baking occurs.)

**3. When the person who did the action is unknown or unimportant.**

*E.g. The window was broken.*

(It is not important to know who broke the window.)

**4. If we want to say who did the action, we use "by."**

*E.g. The project was completed by the team.*

(This specifies the doer of the action.)

## Verb Tenses in Passive Voice

### Present Simple:

- **Structure:** am/is/are + past participle
- *E.g. The letters are delivered every morning.*

### Past Simple:

- **Structure:** was/were + past participle
- *E.g. The homework was completed by the students.*

### Present Perfect:

- **Structure:** has/have been + past participle
- *E.g. The report has been finished on time.*

### Past Continuous:

- **Structure:** was/were being + past participle
- *E.g. The project was being reviewed by the manager.*

### Modals:

- **Structure:** modal + be + past participle
- *E.g. The work must be finished by Friday.*

## 1. Complete the sentences using the correct form of the verb in passive voice.

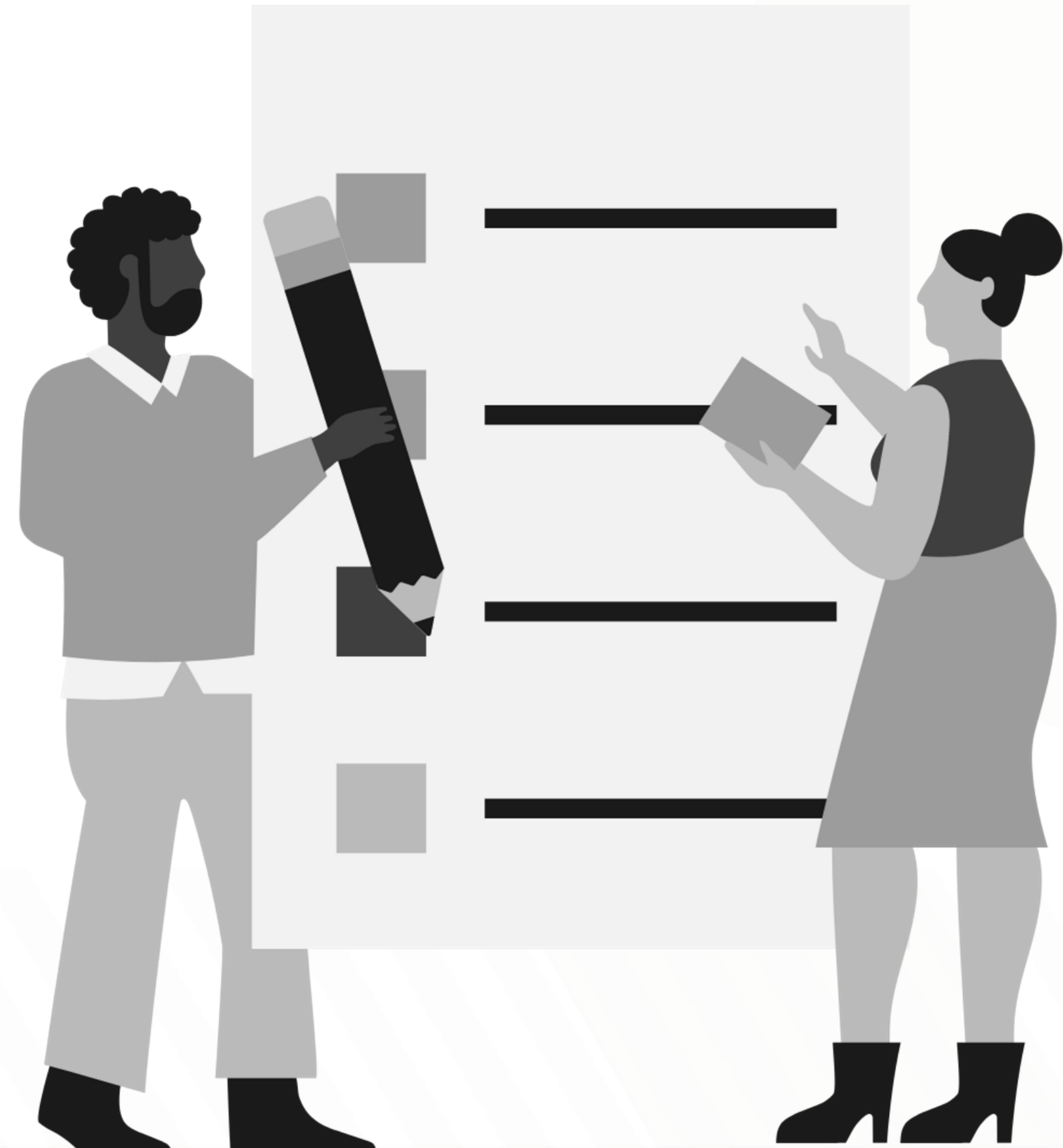
1. The reports \_\_\_\_\_ (submit) by the team every Friday. (*Present Simple*)
2. The project \_\_\_\_\_ (complete) last month by the engineers. (*Past Simple*)
3. The results \_\_\_\_\_ (publish) in a scientific journal recently. (*Present Perfect*)
4. The book \_\_\_\_\_ (write) by the author while she was on vacation. (*Past Continuous*)
5. The presentation \_\_\_\_\_ (give) by the manager at the conference tomorrow. (*Modal*)
6. The data \_\_\_\_\_ (analyze) thoroughly before the meeting. (*Past Perfect*)
7. The house \_\_\_\_\_ (build) in 1990 by the construction company. (*Past Simple*)
8. Feedback from customers \_\_\_\_\_ (collect) regularly to improve services. (*Present Simple*)
9. A decision \_\_\_\_\_ (make) about the new policy by next week. (*Modal*)
10. The project \_\_\_\_\_ (review) by the board members yesterday. (*Past Simple*)

## 2. Rewrite each sentence in passive voice. Pay attention to the tense used.

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. The students complete the assignment every week.<br/>(Present Simple) _____.</li> <li>2. The technician repaired the computer last night.<br/>(Past Simple) _____.</li> <li>3. The researchers have discovered a new method.<br/>(Present Perfect) _____.</li> <li>4. The team was discussing the strategy yesterday.<br/>(Past Continuous) _____.</li> <li>5. The company will offer a bonus to all employees.<br/>(Modal) _____.</li> </ol> | <ol style="list-style-type: none"> <li>6. The manager delivers the reports every Monday.<br/>(Present Simple) _____.</li> <li>7. The engineer fixed the issues in the software.<br/>(Past Simple) _____.</li> <li>8. The committee has reviewed the applications.<br/>(Present Perfect) _____.</li> <li>9. The staff were cleaning the office last night.<br/>(Past Continuous) _____.</li> <li>10. The organization might increase its funding.<br/>(Modal) _____.</li> </ol> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

3. Read the text below and identify the mistakes related to the passive voice. Rewrite the sentences correctly.

1. The report is written by the team and it was submitted last week.
2. The results are analysis carefully every month.
3. The findings will presented to the stakeholders next Tuesday.
4. A decision did made to implement the changes after feedback is collected.
5. The data has been discuss in detail during the meeting last Friday.
6. The issues were addressed by the manager while they were reviewing.
7. If necessary, the schedule could adjust as needed.



1. Read the text and underline all the phrases used to explain a process.

E.g.:

- **Let me explain how** - appears in line 1

- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.
- \_\_\_\_\_.

1 Let me explain how effective project management works and why it is essential for the success of any project. The basic process is about organizing resources, time, and tasks to achieve a specific goal.

Essentially, there are three main stages in project management: planning, execution, and closing.

5 First of all, during the planning stage, project managers define the goals and scope of the project. They identify the tasks that need to be completed and determine the resources required. Next, a timeline is created, and a budget is established to ensure that the project stays on track financially. Following that, team roles are assigned, and communication plans are set up to facilitate collaboration.

10 Meanwhile, at the same time as planning, risk management is also considered. Identifying potential risks early on allows the team to develop strategies to mitigate them. After that, the execution phase begins. Here, tasks are implemented, and progress is monitored. It's important to note that regular check-ins are necessary during this stage to ensure that everything is going as planned.

15 Additionally, feedback is collected from team members and stakeholders throughout the execution phase. This helps to address any issues that arise promptly. Moving forward, adjustments may need to be made based on this feedback. For example, if a task is taking longer than expected, resources might be reallocated to speed up the process. Consequently, this flexibility helps keep the project on track.

20 Finally, in the closing stage, the project is evaluated. It's important to review what worked well and what could be improved for future projects. In summary, effective project management involves careful planning, execution, and evaluation. What you end up with is a completed project that meets the defined goals and expectations.

25 It's also worth noting that project management skills are valuable in various fields, not just in traditional business environments. Currently, many organizations seek individuals who can manage projects effectively, as this can lead to increased efficiency and success. In the future, as industries continue to evolve, the demand for skilled project managers is likely to grow.

30 In conclusion, understanding the basic process of project management is essential for anyone looking to succeed in their career. By following these stages and remaining adaptable to changes, individuals can contribute to their team's success and help achieve organizational goals. Finally, I would like to thank you for the attention, and I hope this presentation has provided valuable insights into the importance of project management.

2. Here are some scenarios. Answer the questions using the words in parenthesis.  
Number 1 is done as an example.

**Scenario 1:** You are explaining a new software implementation to your team. How would you start your explanation?  
(Let / how / workflow) \_\_\_\_\_.

**Scenario 1:**

" **Let me explain how** the new software will improve our workflow.

**Scenario 2:** You want to outline the steps for a successful project. What would you say about the stages involved?  
(Essentially /stages / review) \_\_\_\_\_.

**Scenario 3:** You are discussing your daily routine with a friend. What do you want to emphasize about the first thing you do in the morning?  
(of all/ cup of coffee / emails) \_\_\_\_\_.

**Scenario 4:** After discussing your current tasks, you want to talk about the next steps. What would you mention?  
(Next / assign / strengths) \_\_\_\_\_.

**Scenario 5:** While working on a group project, you want to describe what happens after brainstorming ideas. How do you describe this?  
(Following /draft/guide) \_\_\_\_\_.

**Scenario 6:** You are working on a proposal and want to indicate that you are working on multiple tasks at once. How would you express this?  
(Meanwhile / presentation / meeting) \_\_\_\_\_.

**Scenario 7:** After presenting your findings, you want to add more information to strengthen your argument. What would you say?  
(Additionally / gathered / share) \_\_\_\_\_.

**Scenario 8:** You want to assure your team that changes in the project will lead to better results. How do you express this?  
(results / changes / significantly) \_\_\_\_\_.

**Scenario 9:** You are wrapping up a discussion about a recent project. How would you summarize what you have talked about?  
(In / strategies / project) \_\_\_\_\_.

**Scenario 10:** You want to mention the significance of taking action in your current project. What phrase would you use to highlight its importance?  
(important / action / successfully) \_\_\_\_\_.

3. You are a project manager overseeing the development of a new mobile application. After a recent team meeting, you want to send a clear email to summarize the discussion and outline the next steps.

Use **some of** the following phrases:

- Let me explain how ...
- The basic process is ...
- First of all, ...
- Next
- Then ...
- Following that ...
- Additionally, ...
- Moving forward ...
- Finally,
- In conclusion ...
- It's important to note ...

1. Match each phrase / sentence (1-22) to the correct category (a-f) from the box below.

- a. asking questions
- b. inviting questions
- c. checking understanding

- d. commenting on the question
- e. structuring your answer
- f. checking you answered the question satisfactorily

1. Are there any questions? \_\_\_\_\_.
2. How about ...? \_\_\_\_\_.
3. Does anyone have any questions? \_\_\_\_\_.
4. Would ... be interested in.? \_\_\_\_\_.
5. Does that answer your question? \_\_\_\_\_.
6. First of all, ... and for your second point ... \_\_\_\_\_.
7. How would ... feel about ....? \_\_\_\_\_.
8. That's a good / a great / an important question.  
\_\_\_\_\_.
9. Have I answered your question? \_\_\_\_\_.
10. Have you considered ...? \_\_\_\_\_.
11. I think there are two parts to your question.  
\_\_\_\_\_.

12. What do you think about ...? \_\_\_\_\_.
13. If anyone has any questions, I'm happy to try and answer them now.  
\_\_\_\_\_.
14. I'll answer your first point and then deal with your second.  
\_\_\_\_\_.
15. Let me check I've understood you correctly. \_\_\_\_\_.
16. Have you thought about ...? \_\_\_\_\_.
17. Sorry, I don't quite understand the question. \_\_\_\_\_.
18. Thank you for that question. \_\_\_\_\_.
19. Sorry, I couldn't hear you. Can you repeat that?  
\_\_\_\_\_.
20. That's an interesting point. \_\_\_\_\_.
21. What are your thoughts on ...? \_\_\_\_\_.
22. You're asking me if ...? \_\_\_\_\_.

## 2. Complete the sentences using the phrases from the previous exercise.

1. **I appreciate your inquiry about our marketing strategy.**  
Thank \_\_\_\_\_. I'm glad you brought it up.
2. **I'm curious about how the team will react to the proposed changes.**  
How would the team \_\_\_\_\_?
3. **It might be beneficial to think about the long-term effects of this decision.**  
\_\_\_\_\_ the long-term effects of this decision?
4. **We could explore various approaches to improve our efficiency.**  
\_\_\_\_\_ various approaches to improve our efficiency?
5. **The staff might be open to collaborating on this new project.**  
\_\_\_\_\_ interested in collaborating on this new project?
6. **I need clarification on your previous statement.**  
Sorry, I don't \_\_\_\_\_. Could you clarify?
7. **Could you elaborate on your concerns regarding the timeline?**  
Sorry, \_\_\_\_\_. Can you repeat that?
8. **To ensure I follow you, you're asking if we have enough resources for the launch?**  
\_\_\_\_\_ we have enough resources for the launch?
9. **I believe your question can be divided into two main topics.**  
\_\_\_\_\_ to your question. Let's break it down.
10. **Have I addressed all your concerns regarding the project scope?**  
\_\_\_\_\_? Have I covered everything?

## 3. Complete the paragraphs using the phrases from the box.

- does that answer your question?
- first of all
- have you considered

- I think there are two parts to your question
- I'm happy to try and
- anyone has any other questions,

1. \_\_\_\_\_, let me thank you for that question; it's important to address it in detail. 2. \_\_\_\_\_, so I'll start by discussing the timeline and then move on to the budget. 3. \_\_\_\_\_ how extending the project might affect our costs? In the end, this is a complex decision, but 4. \_\_\_\_\_,? 5. If \_\_\_\_\_, 6. \_\_\_\_\_ answer them now.

- an interesting point
- does that answer your question
- how would your team feel about

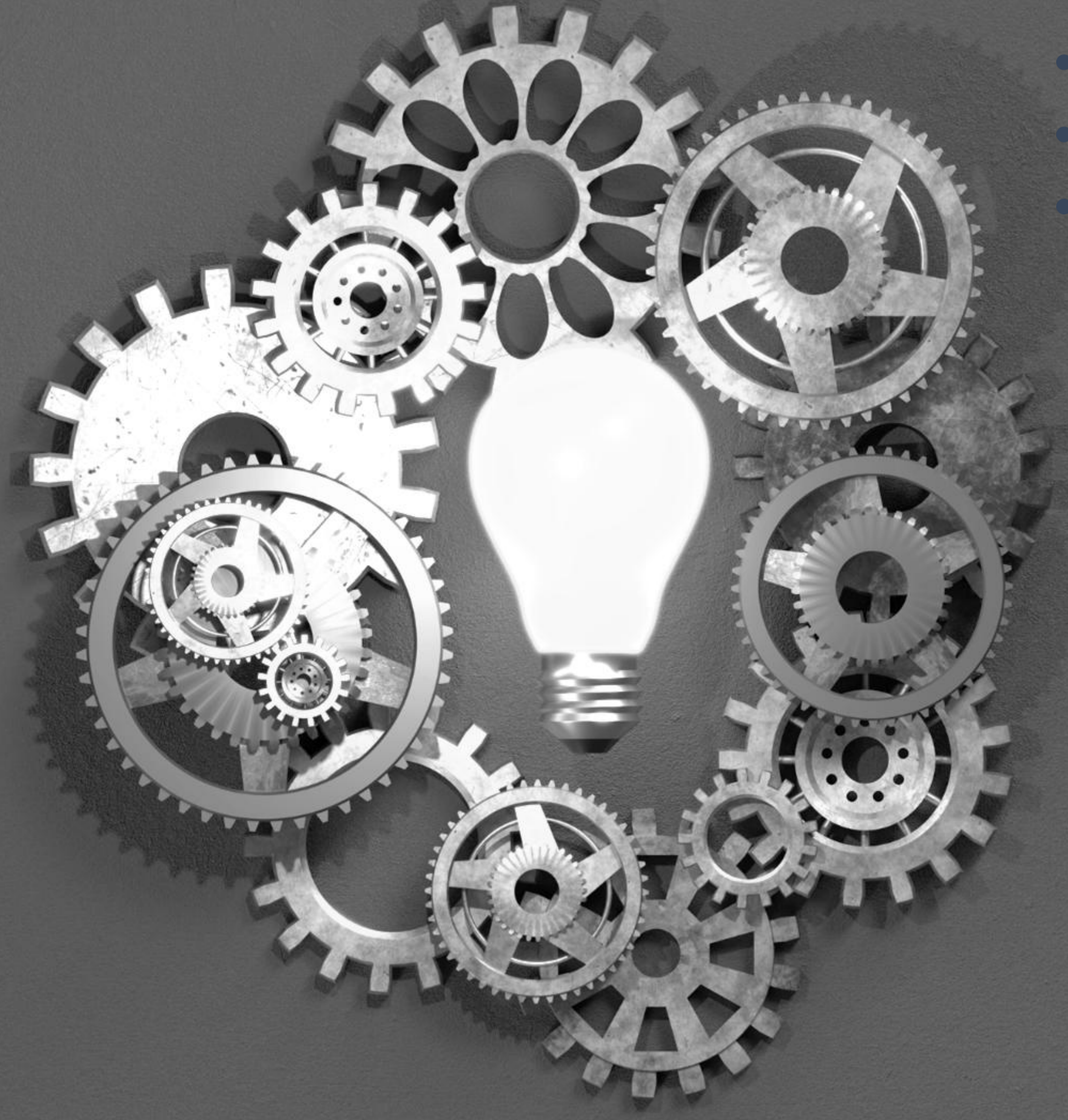
- let me check I've understood you correctly
- that's a great question,

7. \_\_\_\_\_, and it brings up 8. \_\_\_\_\_ about customer satisfaction. 9. \_\_\_\_\_ adopting this new approach in the next quarter? 10. \_\_\_\_\_ correctly—you're asking if this change will improve overall performance, right? I think we all can learn from this situation, but 11. \_\_\_\_\_, or would you like more information?

- I'll answer your first point and then address your second
- What are your thoughts on

- At the end of the day
- Would your department be interested in

12. \_\_\_\_\_, our goal is to improve efficiency, but we need your feedback. 13. \_\_\_\_\_ implementing this new strategy across departments? 14. \_\_\_\_\_ concern about team resources. 15. \_\_\_\_\_ leading this initiative? I believe this could be a great opportunity for collaboration.



# mYngle

Business Intermediate

Unit 14: Processes

Homework – Answer Key

## Exercise 1

1. **False** - Lean thinking aims to minimize waste while maximizing value, which is central to its principles.
2. **True** - Getting to the heart of a problem involves identifying and understanding the core issue that needs addressing.
3. **True** - Looking into specific areas allows teams to identify the root causes of issues, facilitating effective problem-solving.
4. **False** - Digging deeper means to explore a problem in more detail, uncovering insights that may not be immediately apparent.
5. **True** - Establishing a strategy creates a framework for discussion, allowing team members to share ideas and concerns freely.
6. **True** - Drilling down involves a detailed examination of processes to uncover inefficiencies or areas for improvement.
7. **True** - Making the numbers refers to meeting or exceeding the financial goals that have been established by the organization.
8. **False** - Organizations need to remain flexible and adaptable to successfully navigate changes in the market.
9. **True** - A culture of continuous improvement helps organizations adjust their processes and strategies based on new insights and data.
10. **True** - Lean thinking offers methodologies that help organizations streamline operations and enhance efficiency, especially in times of change.

## Exercise 2

1. **Drill down:** analyze or study something in depth to uncover detailed information.
2. **Figure out:** determine or resolve a problem or question.
3. **Get to the heart:** grasp or identify the core issue or the most crucial aspect of a problem.
4. **Set up:** arrange, organize, or create a system or process.
5. **Start off:** initiate or commence an action or process.
6. **Look into:** examine or research a particular matter or problem for further understanding.
7. **Dig deeper:** investigate a subject or issue with more detail and thoroughness.
8. **Make the numbers:** successfully meet or reach specified financial goals or objectives.
9. **Run into:** unexpectedly encounter or experience something during a situation or process.

## Exercise 3

- |                     |                     |
|---------------------|---------------------|
| 1. start off        | 6. drill down       |
| 2. ran into         | 7. make the numbers |
| 3. look into        | 8. set up           |
| 4. get to the heart | 9. figure out       |
| 5. dig deeper       |                     |

## Exercise 1

1. **d.** This means being creative and looking for unique solutions to problems rather than following the same old paths
2. **c.** This flexibility allows them to adapt to shifting market demands and stay ahead of the competition.
3. **e.** This approach requires careful planning, and it is crucial to lay the groundwork for these new initiatives.
4. **a.** When employees feel empowered to share their thoughts and ideas, it creates an environment where innovation can flourish.
5. **b.** It is essential to open new doors by continually exploring possibilities and developing fresh ideas.

## Exercise 2

1. think outside the box
2. turn the tables
3. game changer
4. open new doors
5. plant the seed
6. change my tack
7. lay the groundwork

## Exercise 3

1. Companies need to **think outside the box** to solve this problem.
2. She managed to **turn the tables**.
3. The new marketing strategy was **a game changer** for the business.
4. Attending workshops can **open new doors** for networking.
5. He **planted the seed** for a successful project.
6. After considering the feedback, I decided to **change my tack**.
7. We need to **lay the groundwork** for the new project before starting.

## Exercise 1

1. are submitted
2. was completed
3. have been published
4. was being written
5. will be given
6. had been analyzed
7. was built
8. is collected
9. will be made
10. was reviewed

## Exercise 2

1. The assignment is completed by the students every week.
2. The computer was repaired by the technician last night.
3. A new method has been discovered by the researchers.
4. The strategy was being discussed by the team yesterday.
5. A bonus will be offered to all employees by the company.
6. Reports are delivered by the manager every Monday.
7. The issues in the software were fixed by the engineer.
8. The applications have been reviewed by the committee.
9. The office was being cleaned by the staff last night.
10. Funding might be increased by the organization.

## Exercise 3

1. The report **was written** by the team and **was submitted** last week.
2. The results **are analyzed** carefully every month.
3. The findings **will be presented** to the stakeholders next Tuesday. (will be presented.)
4. A decision **was made** to implement the changes after feedback **has been collected**.
5. The data **was discussed** in detail during the meeting last Friday.
6. The issues **were addressed** by the manager while they **were being reviewed**.
7. If necessary, the schedule **could be adjusted** as needed.

## Exercise 1

- Let me explain how ... **appears in line 1**
- The basic process is ... **appears in line 2**
- Essentially, there are main stages ... **appears in line 4**
- First of all, ... **appears in line 6**
- Next ... **appears in line 7**
- Following that **appears in line 8**
- Meanwhile / At the same time ... **appears in line 11**
- After that ... **appears in line 12**
- Additionally, ... **appears in line 16**
- Moving forward ... **appears in line 17**
- In conclusion ... **appears in line 31**
- It's important to note **appears in line 13**
- Consequently ... **appears in line 19**
- In summary **appears in line 22**
- What you end up with is ... **appears in line 23**
- It's also worth noting that ... **appears in line 26**
- Currently ... **appears in line 27**
- In the future ... **appears in line 28**
- Finally – **appears in line 33**

## Exercise 2

**Scenario 1: Let me explain how** the new software will improve our workflow.

**Scenario 2: Essentially, there are main stages** in the project: planning, execution, and review.

**Scenario 3: First of all,** I always start my day with a cup of coffee and checking my emails.

**Scenario 4: Next,** we need to assign tasks to each team member based on their strengths.

**Scenario 5: Following that,** we will draft the project outline to guide our work.

**Scenario 6: Meanwhile,** I am also preparing the presentation for next week's meeting.

**Scenario 7: Additionally,** I have gathered data that supports our proposal and will share it with the team.

**Scenario 8: As a result,** I believe the changes will significantly enhance our productivity.

**Scenario 9: In summary,** we have discussed our goals, strategies, and next steps for the project.

**Scenario 10: It's important to** take action now if we want to meet our deadlines successfully.

## Exercise 3

### Example email:

**Subject:** Project Update and Next Steps

**Email:**

Hi Team,

I hope you are all doing well. **Let me explain how** we will move forward with our mobile application project.

**The basic process is** to complete the design, develop the app, and then test it. **First of all**, we need to finalize the design by the end of this week.

**Next**, the development team should start coding the app. **Following that**, we will test the app and gather feedback from users.

**Additionally, it's important to note** that we must stick to our timeline to meet our launch date.

**Moving forward**, please share any questions or concerns you have.

**Finally**, let's keep up the great work!

Best regards,  
[Your Name]  
[Your Position]

## Exercise 1

1. Are there any questions? **b. inviting questions**
2. How about ...? **a. asking questions**
3. Does anyone have any questions? **b. inviting questions**
4. Would ... be interested in.? **a. asking questions**
5. Does that answer your question? **f. checking you answered the question satisfactorily**
6. First of all, ... and for your second point ... **e. structuring your answer**
7. How would ... feel about ....? **a. asking questions**
8. That's a good / a great / an important question. **d. commenting on the question**
9. Have I answered your question? **f. checking you answered the question satisfactorily**
10. Have you considered ...? **a. asking questions**
11. I think there are two parts to your question. **e. structuring your answer**
12. What do you think about ...? **a. asking questions**
13. If anyone has any questions, I'm happy to try and answer them now. **b. inviting questions**
14. I'll answer your first point and then deal with your second. **e. structuring your answer**
15. Let me check I've understood you correctly. **c. checking understanding**
16. Have you thought about ...? **a. asking questions**
17. Sorry, I don't quite understand the question. **c. checking understanding**
18. Thank you for that question. **d. commenting on the question**
19. Sorry, I couldn't hear you. Can you repeat that? **c. checking understanding**
20. That's an interesting point. **d. commenting on the question**
21. What are your thoughts on ...? **a. asking questions**
22. You're asking me if ...? **c. checking understanding**

## Exercise 2

1. Thank **you for that question**. I'm glad you brought it up.
2. How would the team **feel about the proposed changes**?
3. **Have you considered** the long-term effects of this decision?
4. **How about exploring** various approaches to improve our efficiency?
5. **Would the staff** be interested in collaborating on this new project?
6. Sorry, I don't **quite understand the question**. Could you clarify?
7. Sorry, **I couldn't hear you**. Can you repeat that?
8. **You're asking me if** we have enough resources for the launch?
9. **I think there are two parts** to your question. Let's break it down.
10. **Does that answer your question?** Have I covered everything?

## Exercise 3

- |                                                 |                                                               |
|-------------------------------------------------|---------------------------------------------------------------|
| 1. First of all                                 | 9. <i>How would your team feel about</i>                      |
| 2. I think there are two parts to your question | 10. <i>Let me check I've understood you</i>                   |
| 3. Have you considered                          | 11. <i>does that answer your question</i>                     |
| 4. does that answer your question?              | 12. At the end of the day                                     |
| 5. anyone has any other questions,              | 13. What are your thoughts on                                 |
| 6. I'm happy to try and answer them now.        | 14. I'll answer your first point and then address your second |
| 7. <i>That's a great question,</i>              | 15. Would your department be interested in                    |
| 8. <i>an interesting point</i>                  |                                                               |