

Business Advanced

Unit 5: Teamwork



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Unit 5: Grammar reference and Homework



1. For each sentence (1-10) choose the most suitable option (a-c).

1. Growth in our Asian markets has been down to our team there _____ pursuing new sales channels.

- a. powerfully b. vigorously c. strongly

2. My skill in languages was viewed _____ by the rest of the team.

- a. helpfully b. clearly c. positively

3. The fall in sales last month is disappointing but I don't think there's any need to worry _____ about it.

- a. excessively b. extremely c. exactly

4. You have to tread very _____ with Simon as he is easily upset when there is a problem.

- a. easily b. thoroughly c. carefully

5. We always get the same good results from our logistics suppliers - they always perform _____.

- a. consciously b. constantly c. consistently

6. When there's a crisis in the office, Clare has the ability to consider the facts and look at things _____.

- a. objectively b. evenly c. exactly

7. My boss pushes us _____ to meet deadlines and achieve the results he wants.

- a. heavily b. forcefully c. hard

8. Ideally, we want someone who can come up with good ideas and communicate them _____ to the rest of the team.

- a. completely b. effectively c. thoroughly

9. We must make sure to assess customer satisfaction _____ in order to pick up on any customer service issues we might have.

- a. timely b. rapidly c. periodically

10. If you analyse the problem _____, I'm sure you'll come up with a sensible solution.

- a. specifically b. logically c. factually

Answer key

- 1. b
- 2. c
- 3. a
- 4. c
- 5. c
- 6. a
- 7. b
- 8. b
- 9. c
- 10. b

2. Choose the correct verbs in *italics* and the prepositions in **bold**.

1. Admittedly, there are certain tasks that I tend to not *spend / pay / save* attention **in / to** because I find them boring.
2. Ross *focuses / spurs / thrives into / on* the pressure of meeting his performance targets each month. He loves the challenge.
3. I like to *follow / steer / guide* clear **in / of** arguments at work as I prefer a calm environment.
4. The introduction of performance-related bonuses has *focused / spurred / thrived* many employees **into / in** action!
5. Technical people are often able to *point / focus / aim with / on* solutions in a systematic way.
6. I don't know how to *cope / make / control with / at* this situation so I'm going to ask my boss for help.
7. Our packager can be *coped / thrived / relied on / with* to produce good results every time.
8. You mustn't *deviate / rely / pay attention from / with* the agreed workflow.

Answer Key

1. pay to
2. thrives on
3. steer clear of
4. spurred into
5. focus on
6. cope with
7. relied on
8. deviate from

Business Communication

1. Put these words in the right order to make expressions.

1. you / if / aware ... / don't / are / know / I ?

2. try / and / we / look / avoid / any ... / can ?

3. propose / with / you / how / deal / issue / do / we / this ?

4. try / and / facts / we / on / can / focused / the / stay ?

5. real / is ... / the / here / issue

6. say / you / what / to / do / trying / I'm / understand ?

7. I / mean / but ... / what / you / see

8. get / here / not / to / try / personal / let's

9. I've / make / correctly / I / sure / can / just / this / understood ?

10. how ... / don't / just / understand / I

2. Complete sentences (1-10) with phrases from the list.

- we try and avoid
- if you are aware
- just don't understand
- prepared to
- not happy with
- you be happy
- a bit worried
- what you mean
- I be right in thinking
- be more than happy

1. I don't know _____, but the reason the situation arose in Sales was that the brochures were late.
2. Would _____ that no one bothered to tell the HR Department?
3. I _____ how we let the complaint get so far.
4. I'm _____ delay the campaign if we can sort out the problem with the printers.
5. Would _____ to meet with a mediator?
6. I'm _____ about what is going on in the new factory.
7. I see _____ but surely we need to do something about this now?
8. I'd _____ to look into a compromise.
9. Look, can _____ any unpleasantness - we're all adults after all.
10. I'm really _____ the way this has been dealt with.

Answer key

1.
1. I don't know if you are aware.

2. Can we try and avoid any?

3. How do you propose we deal with this issue?

4. Can we try to stay focused on the facts?

5. The real issue here is...

6. I'm trying to understand what you want to say.

7. But what do you mean?

8. Let's try not to get personal here.

9. Can I just make sure I understood this correctly?

10. I just don't understand how.
2.
1. if you are aware - 2. I be right in thinking - 3. just don't understand - 4. prepared to - 5. what you mean - 6. a bit worried - 7. not happy with - 8. we try and avoid - 9. you be happy - 10. be more than happy

Adding Emphasis

Fronting

1. In most active sentences, the subject of the verb comes first. However, we can alter the word order to place the information we want to emphasize at the beginning of the sentence. This is called ‘fronting’.

- *I liked the presentation style, but I thought the content was lacking.*
- ***The presentation style*** I liked. ***The content*** I thought was lacking.

2. Subject and verb/auxiliary are inverted after negative expressions, after *only*, and after participles.

- ***Rarely have I*** met such a skilled negotiator.
- ***Only in Italy can you*** find pizza as authentic as this.
- ***Included in the proposal was a detailed timeline.***

It-clefts

it + *be* + emphasized language + relative clause

Use to focus our attention on a noun phrase or adverbial.

- ***It was the project manager who*** suggested the deadline extension.
- ***It was during the team meeting that*** she raised her concerns.

What-clefts

what + noun phrase/clause + *be* + emphasized language. Use to move our attention to the end of the sentence.

- ***What he loves is*** solving complex problems.
- ***What I need is*** a proper work-life balance.

Other Phrases

We can also use phrases such as *the person/people who/that*, *the place where*, *the reason why*, *the thing that* to add emphasis.

- Emily is **the person that** you should contact for assistance.
- **The place where** we plan to hold the workshop is Paris.
- **The thing that** bothers me the most is the lack of transparency.

1. Rewrite the underlined sections of sentences (1-8) to change the emphasis.

- 1. He didn't contribute to the meeting until the end.
Only at _____
- 2. She didn't even answer my main question.
My _____
- 3. I like her as a person, but I can't stand her lack of professionalism.
It's _____
- 4. David isn't very well-qualified, but his boundless enthusiasm is impressive.
What's _____
- 5. Mark is the best listener in our meetings.
The person _____
- 6. It's matters like that which you need to inform me of.
It's absolutely vital _____
- 7. I value creativity above anything else.
Creativity _____
- 8. I don't like his constant need to make stupid jokes.
It's _____

2. Correct the mistakes in sentences (1-10).

- 1. The meaning I say this is because if we miss this date, then we lose the contract.
_____.
- 2. What is why you need to fill in this form properly.
_____.
- 3. How we explain this to the board the problem is.
_____.
- 4. It's last month's sales figures how concern me.
_____.
- 5. In the case, Alan, I leave you to email the supplier?
_____?
- 6. This concerns me is the cost of the materials.
_____.
- 7. The price of labor to accept I'm prepared.
_____.
- 8. The thing that confuses me this number is here.
_____.
- 9. What I'd like know is when you can send a replacement part.
_____.
- 10. What must we be clear about is that this process exists for a reason.
_____.

Answer key

1. Answers will vary. Please check with your teacher.
2.
 1. The reason I say this is that if we miss this date, we will lose the contract.
 2. This is why you need to fill in this form properly.
 3. How we explain this to the board is the problem.
 4. It's last month's sales figures that concern me.
 5. In this case, Alan, I'll leave it to you to email the supplier.
 6. What concerns me is the cost of the materials.
 7. I'm prepared to accept the price of labor.
 8. The thing that confuses me is why this number is here.
 9. What I'd like to know is when you can send a replacement part.
 10. What we must be clear about is that this process exists for a reason.

Key Expressions

Clarifying the situation

- *Can I just make sure I've understood this correctly?*
- *Would I be right in thinking ... ?*
- *Do you understand what I'm trying to say?*

Staying focused on the facts

- *Let's try not to get personal here.*
- *Can we try and stay focused on the facts?*

Expressing concerns diplomatically

- *I'm a bit worried about ...*
- *I don't know if you are aware, but ...*

Expressing concerns directly

- *I'm really not happy with ...*
- *The real issue here is ...*

Chairing the negotiation

- *How do you propose we deal with this issue?*
- *Look, can we try and avoid any ... ?*
- *I need to know ...*
- *Can I leave you to ... ?*

Expressing points of disagreement

- *I can't just ...*
- *I just don't understand how ...*
- *I see what you mean, but .. .*
- *I just won't be able to ... , if ...*

Offering a compromise

- *I'm prepared to ... if .. .*
- *Look, would it help if ... ?*
- *I'd be more than happy to*