



Business Upper Intermediate

Unit 10: Communications

Objectives

Talk about technology

Deal with information and problems during a video call

Use phrasal verbs in different contexts



First published in 2024 by mYngle

© mYngle BV, 2024

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, without the prior written permission of mYngle, or as expressly permitted by applicable Dutch law.

You may not distribute, share, or circulate this content without explicit authorization from mYngle. Any unauthorized distribution or reproduction is strictly prohibited and may result in legal action.

This digital edition is published exclusively by mYngle.

1. Read what people tweet about remote work. Which situations do you think are most common? What can you add?



Not having a clue if others are working and what exactly they're doing.



Employees need flexibility to do their best work and enjoy life. For instance, working remotely.



The isolation can break you. It's strange to feel so connected to so many people online and yet be alone.



My cat constantly walking all over my keyboard.



I save 3 hours a day of commute time!



My wife has a Zoom call for work, which means the dog and I have to stay in the bedroom since we don't know how to behave on Zoom calls.



Missing out office social interactions. That's where magic happens in relationship!



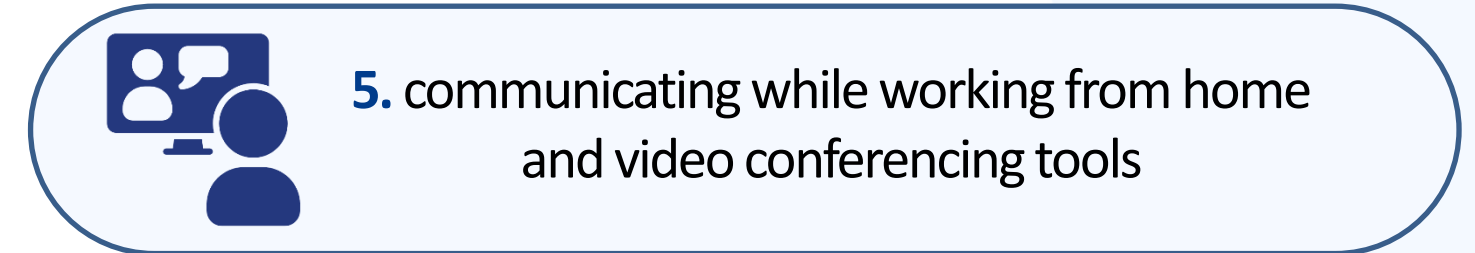
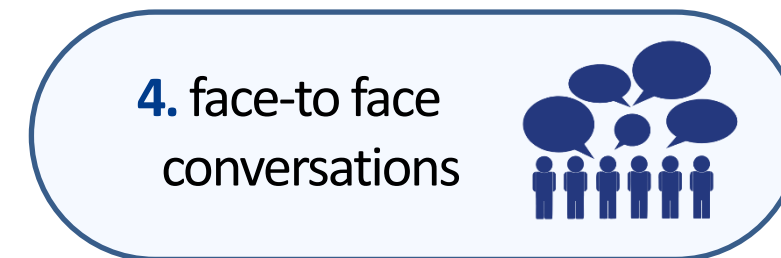
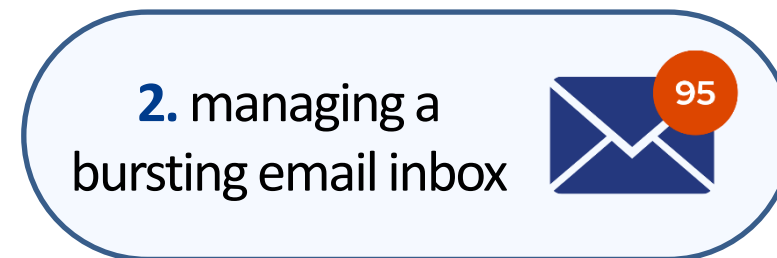
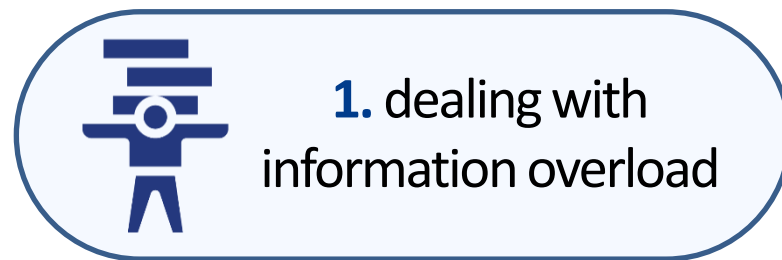
2. Answer the questions.

1. Sometimes when working remotely, there are no clear time limits. Do you answer phone calls and emails during your days off?
2. Has digital communication made the workplace more or less stressful in general?
3. Would you be happy to stop using communication technology for a day? A week? A month? Why / Why not?



Audio
10.1

3. Listen to 5 people speaking about problems with different communication methods. Which methods below does each person describe? Which speaker do you agree with?



4. Listen again and complete the sentences below.

Speaker 1:

1. Why do some people feel like they must _____ all the time?

Speaker 2:

2. I'm drowning in a sea of information. It's like _____, every day, every hour.

3. And these endless meetings ... some people just _____ !

4. Sometimes you can't _____ .

5. I mean, how difficult is it to _____ ?

Speaker 3:

6. I _____ that we're going back to the office, 5 days a week.

Speaker 4:

7. It's a _____. You're spared the daily commute, but you also lose the vital in-person interactions.

8. Hours in front of a screen, with occasional virtual meetings that sometimes are like _____ .

9. One might be at home, but it sometimes feels like living on an island _____ .

5. Find idioms (a-i) from the box below that mean the same as the underlined phrases.

- 1. Stop dancing around the issue and tell me directly what went wrong. _
- 2. Please, don't forget to update me on any changes. _
- 3. My first day on the job was overwhelming because of a lot of new information —they threw so much at me that I don't know how I'll remember any of it. _
- 4. I heard a rumor that we might be relocating. _
- 5. Having a puppy is great but it's also a lot of work. _
- 6. He's run into debt again, but this time we're leaving him to solve his problems on his own. _
- 7. In the loud classroom, it was hard to have an opportunity to speak. _
- 8. No matter how many times I explain, it seems like they aren't listening to me. _

6. Complete the sentences with idioms (a-i).

- 1. Honestly, I don't know how many times I've explained the importance of data privacy protocols, but the team continues to make the same mistakes. It's like _____.
- 2. If Patrick disagrees with you about something, he just can't stop. You can't _____.
- 3. I wish you would _____ and say what you think directly. Just stop _____.
- 4. When he skipped the team meeting, he missed important information and ended up having to _____.
- 5. I _____ that he was leaving - is it true?
- 6. Working from home during the pandemic turned out to be a _____; while it saved commuting time, it blurred the lines between work and personal life.
- 7. Starting a new job remotely during this health crisis felt like trying to _____, with so much information and so many new procedures coming at me all at once.
- 8. As project manager, it's my responsibility to _____ all team members _____ about changes in deadlines and project scope.

a. keep someone in the loop

c. get straight to the point

e. mixed blessing

g. talking to a brick wall

b. drink from a fire hose

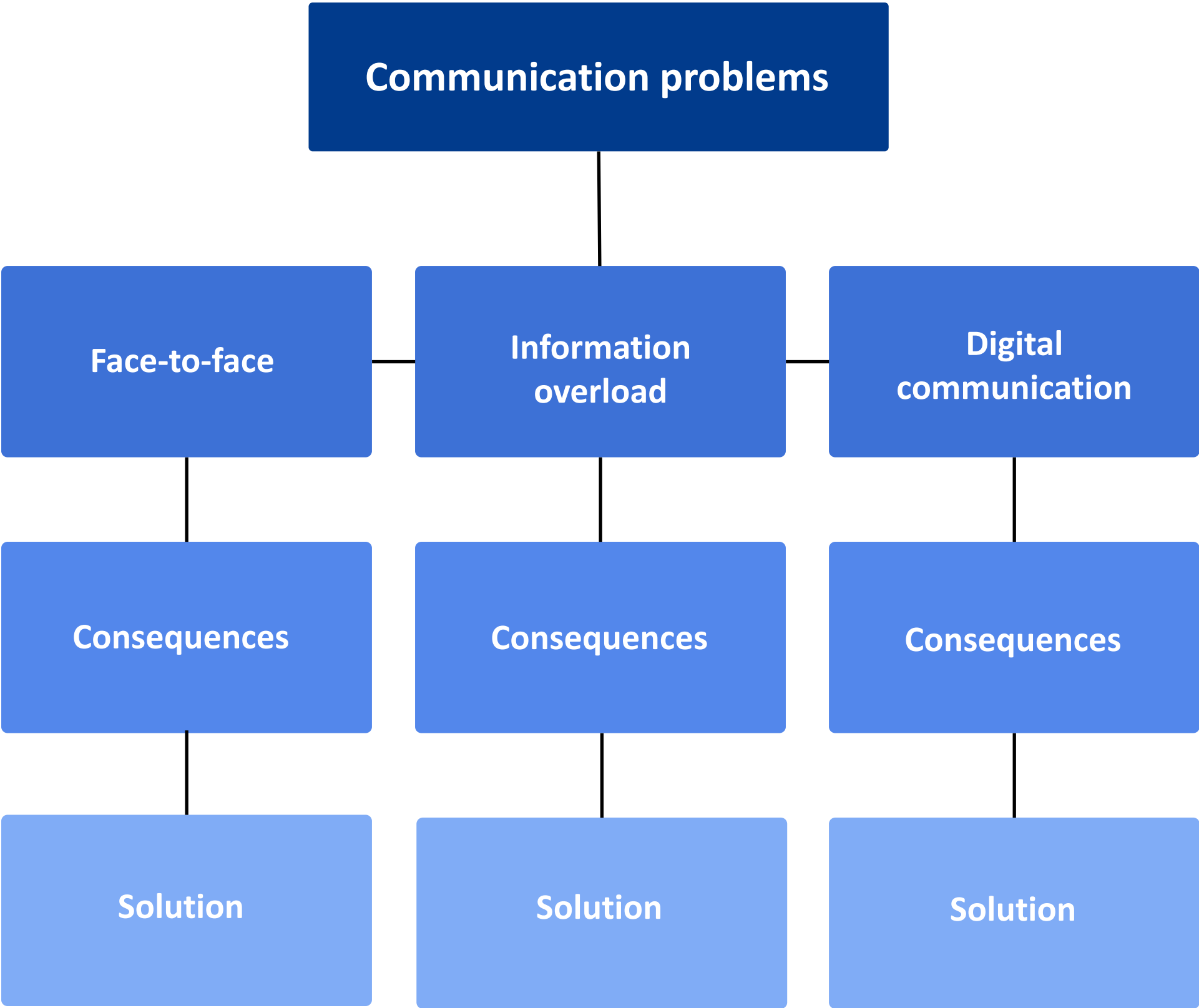
d. heard through the grapevine

f. beating around the bush

h. stew in his own juice

i. get a word in edgewise

7. Complete the chart below with your ideas.



8. What method of communication do you use every day? Think of 3 pros and 3 cons of this method.

*E.g. Online communication is great because it lets people talk to each other no matter where they are. It's quick, so messages can be sent and answered fast. **Moreover**, it's usually cheaper than old ways of talking, like long-distance phone calls.*

***However**, online communication isn't perfect. Sometimes, it's hard to understand what someone really means because you can't see their face or hear their voice. **Besides**, misunderstandings can happen. It's **also** easier for people to be mean or rude online because they're not talking in person. And sometimes, people get addicted to being online all the time, which can cause problems.*

1. Choose the best ending for each sentence for you, or give your own answer.

1. I receive ... emails.

- a. no
- b. few
- c. a manageable number of
- d. too many

2. The amount of information I deal with at work is...

- a. small
- b. manageable
- c. like drinking from a fire hose

3. My phone is something...

- a. annoying
- b. I never use
- c. useful
- d. I can't live without

2. Look at the picture and try to guess what 'infoglut' means.



3. Read the text and try to summarize it.

Technology and innovation
collaborate with colleague
day. The real goal is to f
working week. Accordin
If we **break it down**,
about 300 pages of
disorder caused by

Arden Terry, a bu
and, over break'
that need immr
my exhaustive
date inform
page, jum'

So what
this? V
even
nee

anges and **made a huge im**
calls, and messages that see
s, so just **sorting** everything
ans spend half of their year c
as information for 12 hours
t we only remember 10% of
led Information Fatigue Synd

...e, says that there has been a
...ments. On the way to work
...ding my workday tapping, sw
...it to consume more online. It
...rbing the articles, tweets and
...sing on the information. It's f

ters, it means we've become
n our digital consumption, we
ed to read books, we need to
ure. Essentially, we need to u

as we
working
ress to a
182 days.
ids which is
ven a mental
Infoglut.

‘I get up at 6 am
and I check for any messages
from the world — despite
the fact that I **have access to** up-to-
the-minute news by skipping from page to
page — and on knowledge.’

question is how do we fix
ones, our laptops, our iPods
complete a singular task. We

4. Read the full text and answer the questions.

1. How has technology affected our daily work?
2. How much information do we consume and retain daily?
3. What is Infoglut?
4. Why is Arden Terry a digital junkie?
5. How can we manage digital overload?

Technology and innovation **brought about** significant changes and **made a huge impact on** our lives. Every day, as we **collaborate with** colleagues, we are deluged by emails, calls, and messages that seem to be **integrated into** our working day. The real goal is to **get through** all the messages, so just **sorting** everything **out** adds hours and extra stress to a working week. According to a recent survey, Americans spend half of their year consuming information. That's 182 days. If we **break it down**, the average person consumes information for 12 hours a day **taking in** 100,000 words which is about 300 pages of text. The scariest part is that we only remember 10% of this information. There's even a mental disorder caused by too much information; it's called Information Fatigue Syndrome. Welcome to the Age of Infoglut.

Arden Terry, a businessman and a digital junkie, says that there has been a significant increase in data. 'I get up at 6 am and, over breakfast, finish reading work documents. On the way to work I check my email and respond to any messages that need immediate attention. After spending my workday tapping, swiping and emailing, I come home and — despite my exhaustion and twitching eyes — I want to consume more online. It's really important for me to **have access to** up-to-date information. But I'm not even absorbing the articles, tweets and posts that I peruse. I'm just skipping from page to page, jumping from link to link not **focusing on** the information. It's fear of missing out on content — and on knowledge.'

So what does this all mean? For starters, it means we've become digital junkies, but the real question is how do we fix this? We need **to put** some **limits on** our digital consumption, we need to turn off our cell phones, our laptops, our iPods even if it's just for an hour. We need to read books, we need to embrace the time it takes to complete a singular task. We need to go outside and enjoy nature. Essentially, we need to unplug.

5. Was your summary in 3 correct? Discuss with your teacher.

6. Complete questions (1-6) with the prepositions below.

- through
 - out on
 - into
- on
 - in
 - on

1.

Does effective communication make an impact _____ team productivity?
2.

How much data can an average individual take _____ during a meeting?
3.

Do you think AI technology should be integrated _____ customer communication platforms?
4.

Should the communication training focus _____ public speaking or interpersonal skills?
5.

What strategies are successful in getting _____ information overload in digital communication?
6.

Will missing the team building activity lead to a miss _____ forming better connections?

7. Answer questions (1-6).

8. Put phrasal verbs (1-12) in the correct group, then discuss the effects and strategies with your teacher/partner.

1.

~~bring about~~
2.

~~put limits on~~
3.

make an impact on
4.

collaborate with
5.

get through
6.

be integrated into
7.

sort out
8.

break down
9.

take in
10.

have access to
11.

focus on
12.

miss out on

Negative effects of infoglut	Strategies for coping
E.g. bring about Infoglut may bring about a loss of focus due to excessive data.	E.g. put limits on It's necessary to put limits on the sources of information we consume each day.

1. Answer the questions.

1. What is the secret to successful communication in the workplace?
2. How do you think workplace communication will change in the future?
3. How have new technologies changed relationships between work colleagues?
4. What is the role of AI in communication?



Audio
10.2

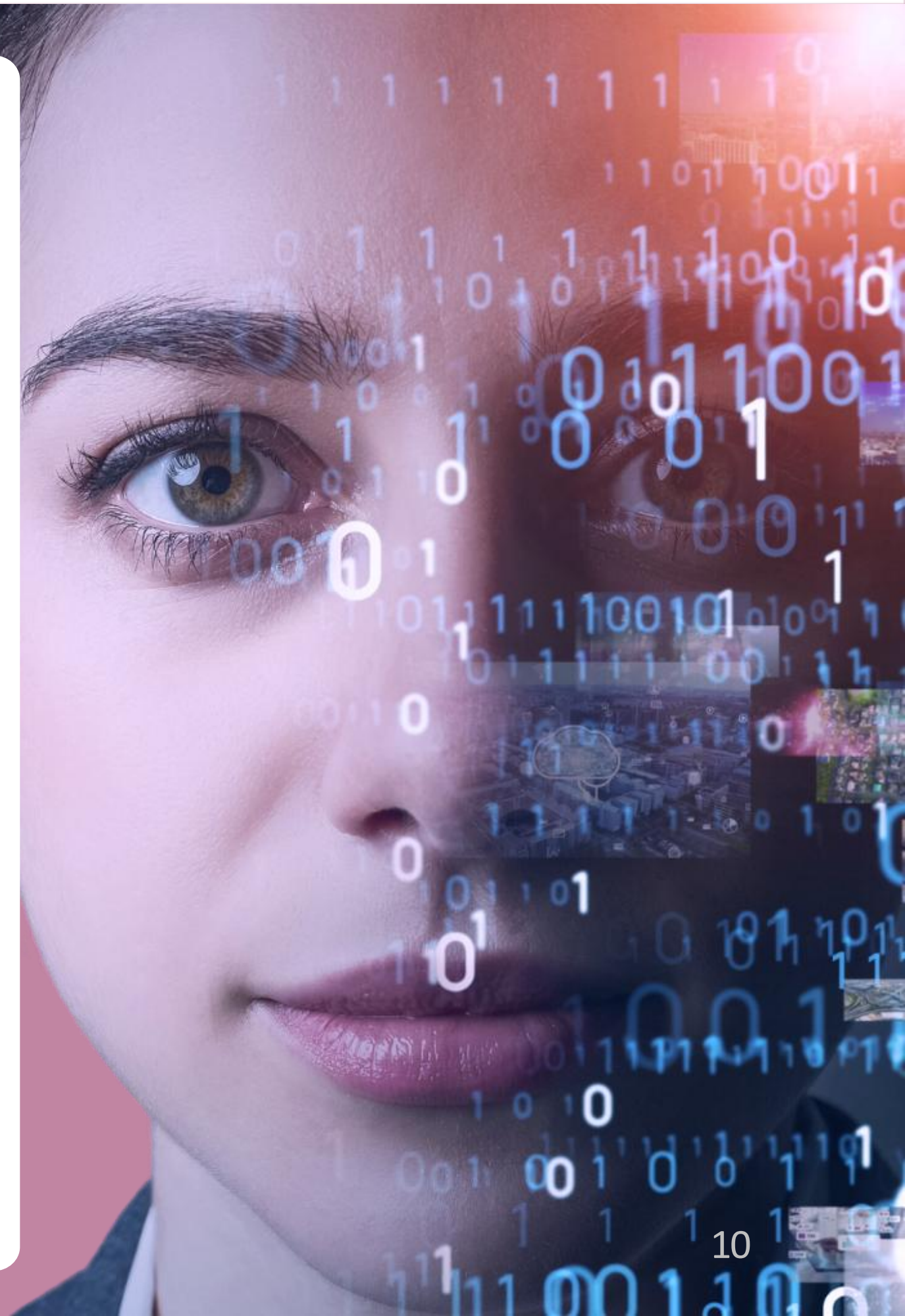
2. Read the Context, then listen to Part 1 of the meeting and answer questions (1-3).

Context

Headquartered in San Jose, California, Broadcom provides products for the wireless and wired communication industry. Its key products include data center networking, home connectivity, broadband access, telecommunications equipment, smartphones, and base stations.

After a recent merger with another significant player in the industry, VMWare, in 2022 Broadcom has experienced significant communication issues. The integration of both companies' communication systems has resulted in confusion and misinformation. In addition, there's been a notable increase in absenteeism among employees. Georgia Rogahn, the Chief Communication Officer; Ted Johnson, Independent Consultant facilitating the merger; and Sam Baker, the Head of HR are meeting to discuss possible solutions.

1. Why did Broadcom partner with VMWare?
2. What problems does Sam mention?
3. Why is the corporate culture clash a concern?





Audio
10.3

3. Listen to Part 2 of the meeting and correct Georgia's notes.

1. We need 2 separate communication channels.
2. Working from office will help reduce absenteeism.
3. Better communication leads to low productivity.
4. A project management tool isn't an option.



Audio
10.4

4. Listen to Part 3 of the meeting. Are these statements true (T) or false (F)?

1. VMWare has a hierarchical structure.
2. There are no differences in organizational structure.
3. VMWare's team values autonomy.
4. Sam isn't allowed to share meeting details with employees.
5. Georgia will provide a communication proposal next month.

extra vocabulary

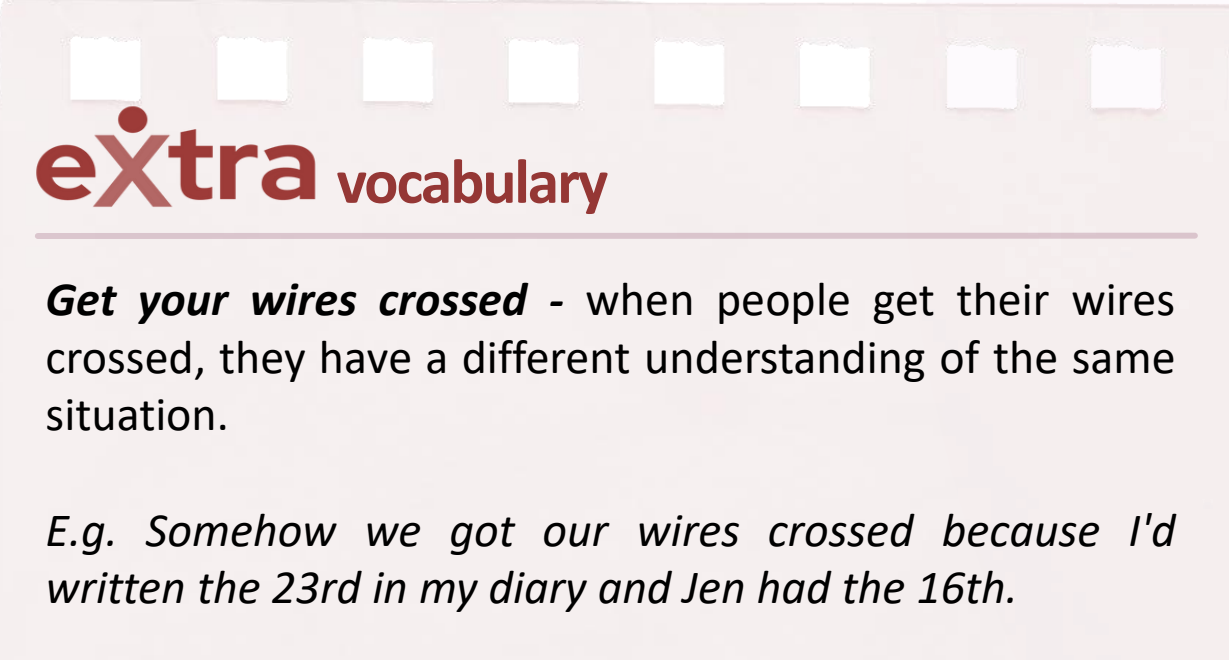
The gift of the gab - the ability to speak easily and confidently in a way that makes people want to listen to you and believe you.

E.g. She's got the gift of the gab - she should work in sales and marketing.

5. Complete sentences (1-7) with the words below.

- deadline
- through
- straight
- get
- seems
- exactly
- clarify

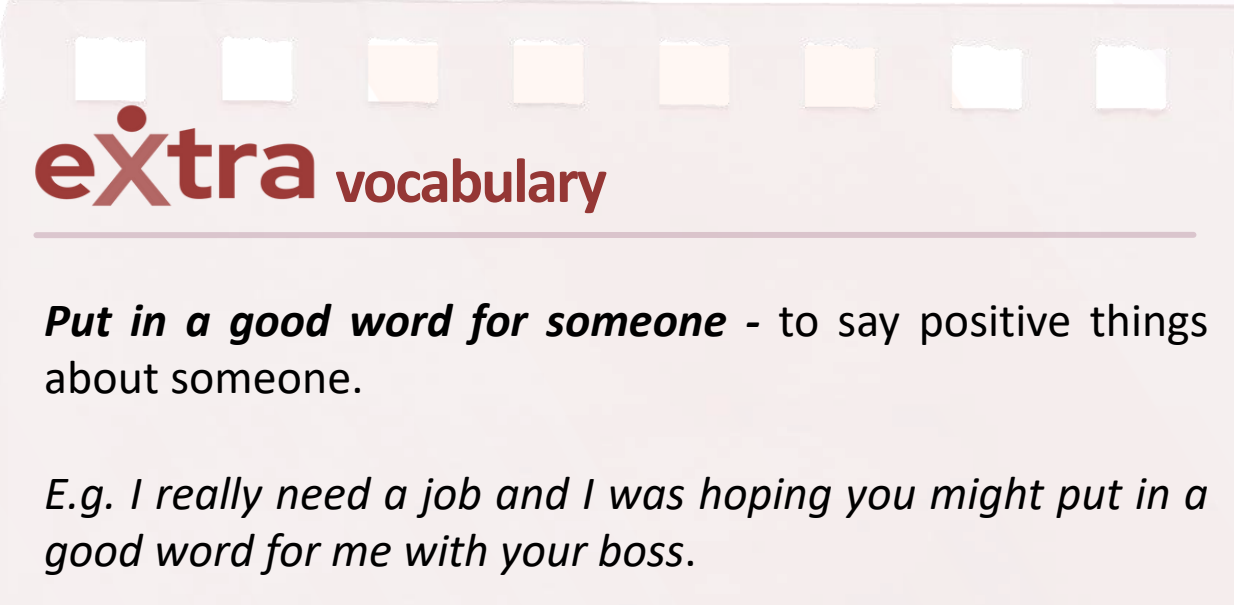
1. What _____ to be the problem exactly, Sam?
2. Could you explain _____ what the problem is with our current system?
3. I'll walk you _____ it.
4. Let me get this _____ .
5. Could I just _____ ?
6. I'll _____ back to you both by next week at the latest with a communication proposal.
7. We need to have this sorted out by the end of the week, in time for the _____ .



extra vocabulary

Get your wires crossed - when people get their wires crossed, they have a different understanding of the same situation.

E.g. Somehow we got our wires crossed because I'd written the 23rd in my diary and Jen had the 16th.



extra vocabulary

Put in a good word for someone - to say positive things about someone.

E.g. I really need a job and I was hoping you might put in a good word for me with your boss.

6. Read the expressions and clarify the meaning of the phrases you do not understand.

Requesting information

- What seems to be the problem?
- How can I help (you)?
- What can I do for you (today)?

Establishing the facts

- Can you tell me when (this happened)?
- Could you explain exactly what the problem is?
- Could you give me (a few details)?
- Talk me through (it / what happened).

Clarifying/checking facts

- Let me get this straight.
- What you're saying is ... / Are you saying that ...?
- You mean ... ?
- If I understand you correctly, ...
- Could I just clarify what you're saying?
- Let me just check. What you need is ...
- Sorry, I don't follow you.

Promising action

- I'll look into it.
- What I'll do is ... and ...
- I'm going to have to look into this.
- I'll get back to you (shortly).
- Once I've (checked the details)
- As soon as I've (looked into it), I'll call you back.

Referring to time/deadlines

- by (Friday) at the latest
- by tomorrow / lunchtime / the end of the week
- in time for the deadline
- as soon as
- shortly

7. Work with your teacher/partner. Read the situation below and develop a dialogue.

Student A

As a result of the expansion, your company has recently hired a lot of new people for all levels of the company. You've been working for this company for 5 years. However, it's difficult for you to communicate well with the new staff because you don't know any of them and it's hard to understand who does what.

You think it's important to organize a team-building event to help the staff work together. Ask the HR manager (**Student B**) to organize an event.

- explain the problem
- explain the solution
- give reasons why this solution will work

Student B

You are the HR manager. As a result of the expansion, your company has recently hired a lot of new people for all levels of the company. You think that the staff are communicating very well. However, **Student A** has a suggestion.

- ask about the suggestion
- clarify facts
- promise action
- set a deadline

extra writing

You are an HR manager and you are planning a team-building event. You've heard good reports about a company called Yaymaker.

Write them an email (40-50 words):

- asking if they could organize the event for 30 people in May.
- informing them that you need their proposal by Friday.
- suggesting they call you to find out more.

1. What would you do during a video call if ...

1. ... the person on the other line has a strong accent, and you're having trouble understanding them.

- a. Tell them their accent is too strong and you can't understand them.
- b. Ask them to repeat information if necessary and speak slowly.
- c. Ask someone else after the call.
- d. Ignore the parts you don't understand and make assumptions.

2. ... the person on the other line is having a technical issue.

- a. Immediately end the call and send an email.
- b. Wait silently until the caller fixes their issue.
- c. Offer troubleshooting advice or suggest alternatives like switching to audio call.
- d. Keep talking as if nothing happened.

3. ... you need to confirm understanding during a video call.

- a. Assume you understood everything correctly.
- b. Repeat back a summary of what was said to ensure clarity.
- c. Nod your head.
- d. Interrupt the speaker frequently to confirm individual points.





Audio
10.5

2. Listen to the call and tick the problems the participants had.

- Unexpected disconnects
- Background noise
- Unstable internet connection
- Problems with mute/unmute
- Video lagging or freezing
- Issues with accessing the meeting
- Call freezing
- Difficulty sharing screen
- Audio issues



Audio
10.5

3. Listen again and answer the questions.

1. What was the main issue with the login functionality?
2. What problems did Mike and Emily find in the platform?
3. What specific issues were there in the platform's interface?
4. What was the issue with the platform's Help and FAQ section?

extra vocabulary

Put someone in the picture - to tell someone the facts about a situation.

E.g. His colleague put him in the picture about what was discussed in the meeting.

4. Put the words in the correct order.

1. catch / I / quite / didn't / that / Sorry. _____
2. please / you / Could / speak up? _____
3. breaking / You're / up. _____
4. off / turning / you / try / your / Can / video? _____
5. mean / do / by / a / long / What / you / time? _____
6. be / specific / please / you / more / Could? _____
7. what / I / saying / can't / out / make / you're. _____
8. some / you / me / details / Could / more / give / please? _____
9. let / agreed / me / summarize / what / we've / just. _____

5. Which expressions from ex. 4 can you use in the following situations?

- You don't understand what someone says. _____
- The person speaks too quietly. _____
- You want more information about the subject. _____
- The connection is bad. _____
- You want to make sure everyone is on the same page. _____

extra vocabulary

Chinese whispers - a situation in which a piece of information is passed from one person to the next and is changed slightly each time it is told.

E.g. Rumours about the company being on the verge of bankruptcy are nothing more than Chinese whispers!

6. Work with your teacher/partner. Read the situations below and develop a dialogue using the key expressions from the box.

Student A

The Marketing Manager calls you to discuss plans for advertising the company's new range of women's accessories. You both have various ideas for promoting the sales. Try to reach an agreement on a suitable advertising strategy.

Note: you're on the subway, it's noisy. Besides, your mobile phone battery is low, so check all the details carefully.

You want to:

- spend a lot of money on TV advertising
- invite some well-known women to promote the new product.

Student B

You are the Marketing Manager and you call the sales manager to discuss plans for advertising the company's new range of women's accessories. You both have various ideas for promoting the sales. Try to reach an agreement on a suitable advertising strategy.

Note: you are on a business trip and are using the hotel Wi-Fi. The bandwidth is low. Besides, student A seems to be on the subway, it's very noisy.

You want to:

- advertise online
- put additional posters in local stores.

Asking for repetition

- The sound went for a moment. Could you repeat that?
- I didn't (quite) catch that.
- Could you speak up, please?
- I lost you for a second. Could you say that again, please?
- I can't make out what you're saying

Asking for clarification

- What do you mean by...?
- What does... mean?
- Sorry, I'm not with you.
- Sorry, I don't follow you.
- Could you give me some more details, please?
- Could you let me have more information?
- Could you explain that in more detail?
- Could you clarify that?
- Could you be more specific, please?

Dealing with technical issues

- We got cut off.
- You're breaking up.
- Can you try turning your video off?

Summarizing the call

- Let me go over what we've agreed.
- Let me just summarize.

7. Work with your partner/teacher. Role-play a meeting. Request and respond to the situation below.

Student A

You are having a Zoom call with your manager to discuss your workload. You think that it has increased and there's too much paperwork.

You want:

- 15% pay raise
- flextime

Note: you're working from home and the Internet connection isn't good today.

Student B

You are having a Zoom call with one of your employees who claims that his/her workload has increased and there's too much paperwork.

You didn't give this employee any additional responsibilities, so try to find out the reason for the increased workload.

Note: the connection seems to be bad today, is it yours?

extra vocabulary

Get/give the low-down - If you get or give the low-down, you get or give complete information or facts about something.

E.g. I'll call you after the meeting and give you the low-down.

extra writing

Digital communication technology such as email, instant messaging and social media has improved communication and connection between people.

To what extent do you agree or disagree?
(100-150 words).

1. Read what people say in meetings and what they really mean. Have you ever been on the receiving end? Discuss with your teacher/partner.

What they say

I've no idea what it means, but I'm hoping I sound impressive!

It's driving a bus through their ecosystem.

I've got some great gossip – but I can't tell you in front of these people.

I think we should take this offline.

Please no one say anything – we've been in this meeting for hours already!

Any other questions?

What they think

I was checking my Instagram.

Can you repeat that?

Happy to speak about it tomorrow!

Don't ever bring this up!

Let's **pull back** on that for a second.

I fell asleep while you were talking.

2. Read the text. Can you work out the meaning of the words in bold from the context?

A bad meeting

Today's meeting was awful!

They didn't let me speak Everyone kept **jumping in**, so it was hard to **keep up with** the discussion.

There were so many ideas ... I have to let it all **sink in**. When someone tried to **put their ideas forward**, others just **pointed out** problems without **moving on** to solutions. The whole time, no one tried to **liven things up**, so it was boring! It felt like we were stuck in one place, repeating the same points over and over.

3. Find the phrasal verbs in the text that mean the same as:

1. make something interesting: _____
2. continue: _____
3. interrupt: _____
4. to draw attention to something: _____
5. understand: _____
6. suggest: _____
7. stay at the same level as someone/something: _____

4. Complete the rule with the examples from exercise 2 (some phrasal verbs can be used more than once).

LANGUAGE POINT

1. Some phrasal verbs are **intransitive**. An intransitive verb **cannot** be followed by an object. E.g. _____.
2. Some phrasal verbs are **transitive**. A transitive verb **can** be followed by an object. E.g. _____.
3. Some transitive phrasal verbs are **separable**. The object is placed between the verb and the preposition. E.g. _____.
4. Some transitive phrasal verbs are **inseparable**. The object is placed after the preposition. E.g. _____.

5. Replace the underlined phrase in each sentence with a phrasal verb below.

- liven up
- jump in
- point out
- move on
- sink in
- put forward
- keep up with

1. Could you show me the main problems in the report?
2. Let's proceed to the next point on the agenda.
3. He suggested a great idea during the meeting.
4. Can I interrupt, please?
5. It's important to stay updated with the latest news.
6. Adding visuals made the presentation more engaging.
7. How many times do I have to tell you something before you understand me?



6. Find 3 mistakes in the phrasal verbs in bold and correct them. Tick (✓) the correct sentences.

1. Don't hesitate to **jump out** and share your ideas.
2. She **put ahead** a compelling argument in favor of the new proposal.
3. Let me **point it out**, there's a mistake in this document.
4. It's time to **move on** and focus on the future.
5. I struggle to **keep on with** the fast-paced changes in technology.
6. The gravity of the situation didn't **sink in** until later.

7. Complete the questions with the phrasal verbs.

- | | |
|----------------|---|
| • bring up | 1. Is it rude to _____ when someone is speaking? |
| • keep up with | 2. How would you react if your colleague _____ a mistake you made in English? |
| • jump in | 3. What was the best idea you _____ ? |
| • put forward | 4. Is it okay to _____ sensitive topics in meetings? |
| • pointed out | 5. What do you do to _____ communication technologies? |

8. Answer questions (1-5) above.

extra vocabulary

(straight) from the horse's mouth – to get information from somebody who is directly involved in it and knows the most about it.

E.g. I heard straight from the horse's mouth that your boss is resigning.



1. Do the quiz and discuss the results with your partner/ teacher.

1. Zoom has _____ daily meeting participants.

A: 100M+

C: 300M+

B: 200M+

D: 400M+

2. _____ is the best day to schedule meetings.

A: Monday

C: Wednesday

B: Tuesday

D: Thursday

3. The worst days for virtual meetings are _____

A: Tuesdays and Thursdays

C: Wednesdays and Fridays

B: Mondays and Wednesdays

D: Mondays and Fridays

4. The ideal number of meeting attendees is _____

A: 5

C: 15

B: 10

D: 20

5. _____ of Americans multitask during virtual meetings.

A: 50%

C: 90%

B: 70%

D: 100%

6. _____ of Zoom users wave goodbye at the end of meetings.

A: 45%

C: 75%

B: 55%

D: 95%

2. Answer the questions.

1. How important is small talk in a business situation?
2. Do you make small talk at the beginning of meetings?
3. What are the difficulties of remote work in your opinion?

3. You are going to watch the video about remote work. The speaker uses the following words and phrases. Match phrases (1-9) with their synonyms (a-i).

[See video here](#)

- | | |
|----------------------|----------------------------|
| 1. wellness | a. discuss the latest news |
| 2. grab a cup of tea | b. interrupt |
| 3. remedy | c. well-being |
| 4. build in | d. consecutive |
| 5. free up | e. make available |
| 6. back-to-back | f. include |
| 7. show up | g. drink some tea |
| 8. cut into | h. solution |
| 9. catch up | i. appear |

4. Watch the video and answer the questions

[See video here](#)

1. What did Mary miss when she started working remotely?
2. What does she mean by transitions?
3. What are water-cooler moments?
4. What remedies does she suggest?
5. What are the advantages of these remedies?

5. Mary says '*What this does is it frees up a little space and breathing room in my calendar*'. What does she mean by 'breathing room'? How do you create breathing room in your calendar?

6. Think of 3 tips on how to improve communication with colleagues when working remotely. Discuss them with your partner/teacher.

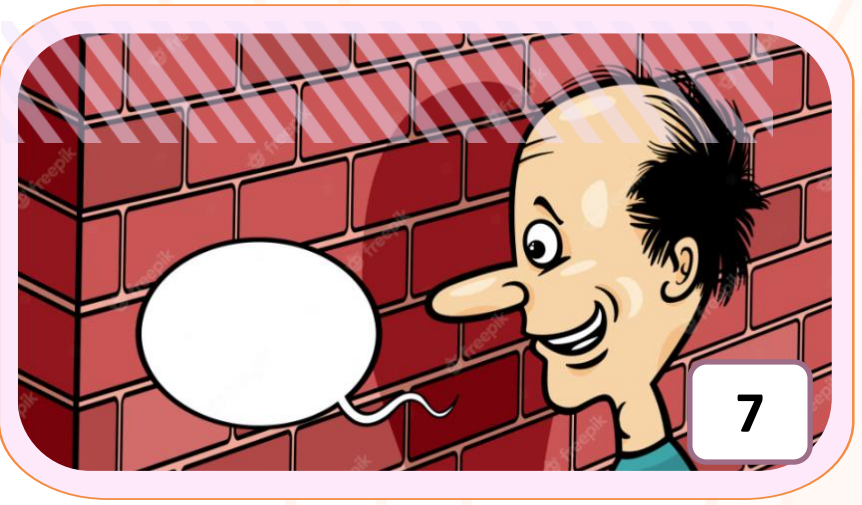
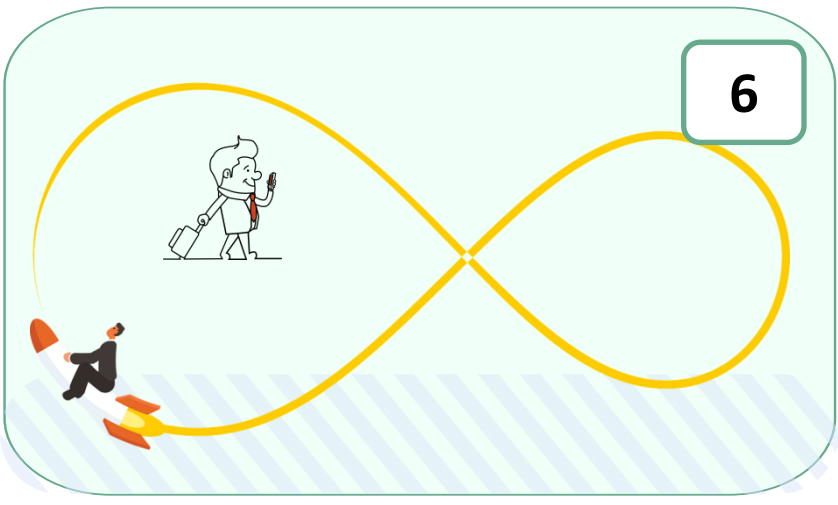
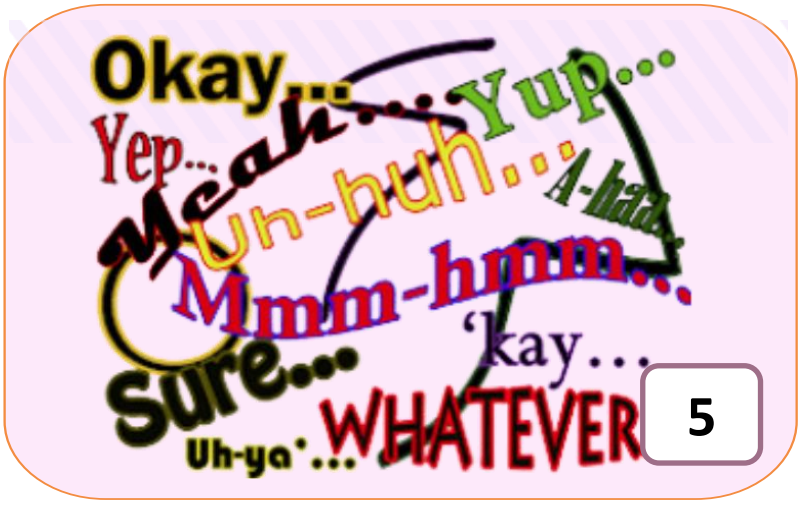
1. Match the words in A and B below to make an idiom. Then match each idiom to the following pictures and explain the meaning.

A

- keep someone in the _____
- drink from a _____
- get straight to the _____
- hear through the _____
- beat around the _____
- talk to a _____
- get a word in _____

B

- grapevine
- edgewise
- bush
- loop
- brick wall
- fire hose
- point



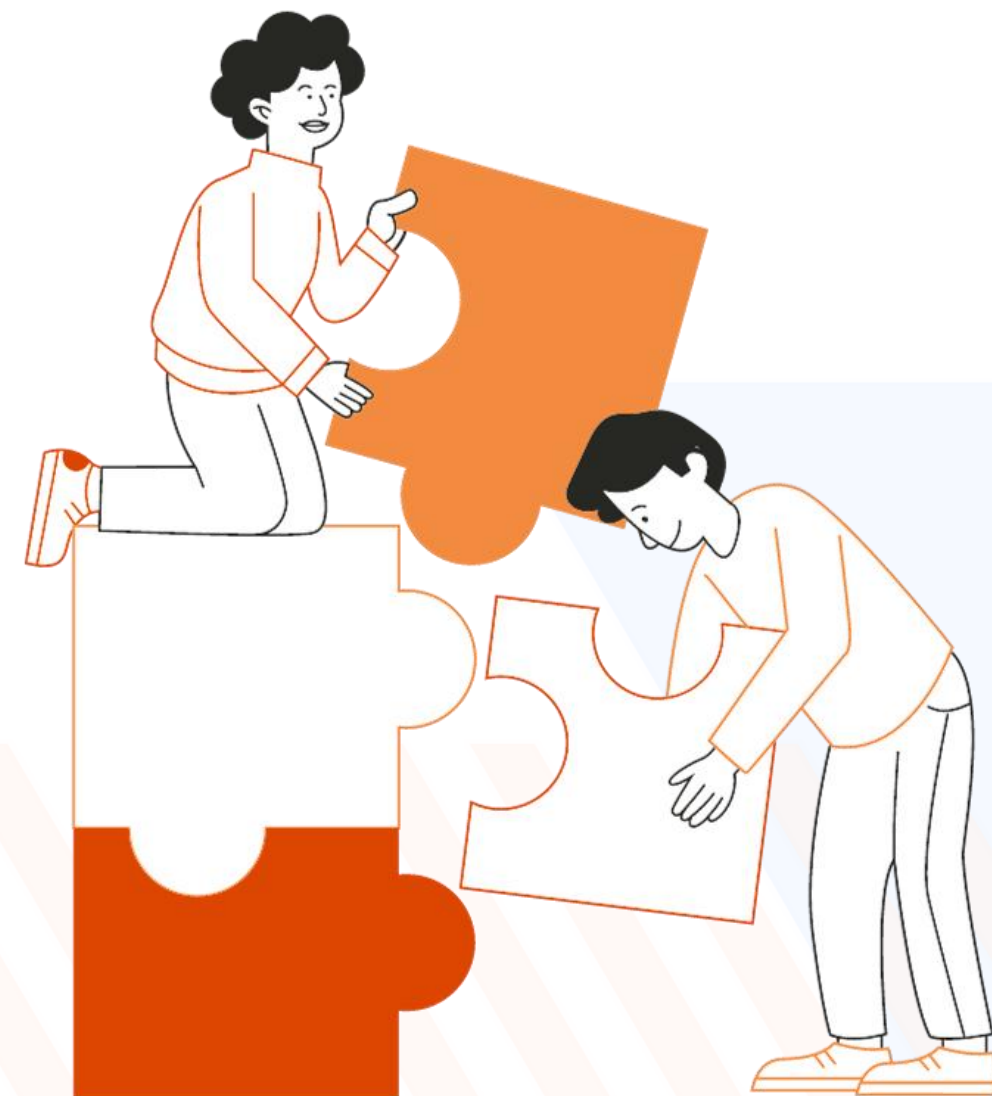
2. Which idioms (a-f) mean the opposite to the underlined phrases (1-6)?

1. There's no need to keep me updated on the situation; I'd prefer to stay out of it.
2. Please explain everything slowly and in detail.
3. He listens carefully and then does what I ask.
4. We're relocating our office in Cologne in two months. It came straight from the CEO's announcement.
5. I didn't have a chance to speak at all; Emily and John did all the talking.
6. I can't see any disadvantages of remote work.

- a. get straight to the point
- b. hear through the grapevine
- c. mixed blessing
- d. get a word in edgewise
- e. keep someone in the loop
- f. like talking to a brick wall

3. Complete the phrases below with prepositions.

1. make an impact _____
2. collaborate _____
3. be integrated _____
4. sort _____
5. have access _____
6. focus _____
7. miss _____
8. put limits _____



4. Complete sentences (1-12) with the phrases below

- sort out
- focus on
- bring about
- make an impact on
- have access to
- collaborate with
- get through
- miss out on
- integrated into
- put limits on
- break down
- take in

1. As part of the research team, I had the opportunity to _____ several experienced scientists.
2. The new features will be _____ the existing software by next month.
3. When the computer started to _____, we had to call for technical support.
4. I had to _____ the beautiful scenery before leaving the mountain top.
5. Only authorized personnel _____ these confidential files.
6. Unfortunately, I _____ on the concert because I was out of town.
7. Lifestyle changes can _____ improvements in your overall health.
8. Your generous donation will _____ the lives of many underprivileged children.
9. With determination and hard work, you can _____ the toughest of exams.
10. It's important to _____ any misunderstandings to maintain a healthy relationship.
11. During the meeting, let's _____ devising strategies to boost our sales.
12. Parents often _____ on screen time to encourage their children to engage in outdoor activities.

5. Choose the best response for each situation.

1. **Friend:** "I am not sure how to use this new app."

- You:** a. "What you're saying is you need help?"
b. "Could you explain exactly what the problem is?"
c. "Let me just check. What you need is a new app?"

2. **Customer:** "I've been overcharged for my purchase."

- You:** a. "What can I do for you today?"
b. "Sorry, I don't follow you."
c. "I'm going to have to look into this."

3. **Colleague:** "I have an idea for improving our project."

- You:** a. "Are you saying that our project is not good enough?"
b. "What seems to be the problem?"
c. "Talk me through it."

4. **Caller:** "My laptop keeps freezing."

- You:** a. "You mean it's cold?"
b. "Could you give me a few details?"
c. "What can I do for you today?"

5. **Customer:** "I received a damaged product."

- You:** a. "Let me get this straight, you want a refund?"
b. "How can I help you?"
c. "Once I've checked the details, I'll call you back."

6. Replace the underlined word in sentences (1-8) with one of the phrasal verbs from the box.

- put forward
- throw around
- jump in
- point out
- move on
- sink in
- keep up with
- bring up

1. Don't hesitate to interrupt if you have something important to add.
2. He often casually mentions ideas without thinking them through.
3. Could you indicate where the mistake is on the document?
4. How many times do I have to tell you before it reaches you?
5. It's challenging to stay current with all the latest technology advancements.
6. During dinner, he decided to mention the topic of his promotion.
7. He suggested a new approach to solve the problem.
8. After the loss, it was time for the team to advance and prepare for the next match.

7. Match each situation (1-6) with the correct phrase (a-f).

1. You're on a call and suddenly the other person's voice starts to sound distorted.
 2. You're on a call when suddenly the connection drops.
 3. At the end of a lengthy conference call to discuss project updates.
 4. Someone used a term you don't understand in a conversation.
 5. You missed a crucial part of someone's sentence during a call.
 6. You're not sure you understand the full context of what someone is telling you.
-
- a. What do you mean by...?
 - b. Let me just summarize...
 - c. We got cut off.
 - d. I can't make out what you're saying.
 - e. The sound went for a moment. Could you repeat that?
 - f. Could you let me have more information?