Lesson 1: Working too hard?

Vocabulary 1
Choose the correct preposition.
1. Arnold set **on** / **up** / **over** his first business when he was 26.
2. It took nearly three years to bring the product **at** / **to** / **on** market.
3. He came **on** / **over** / **up** with the idea of a new golf trolley at university.
4. They started looking **for** / **at** / **on** clients who were interested in larger orders.
5. Things are going very well and now they’re adding **up** / **on** / **to** the product range.
6. They had a fantastic response and sold **off** / **up** / **out** within 10 days.

Listening 2 2.1 Listen to Alan talking about his typical day. Are the sentences true or false?

<table>
<thead>
<tr>
<th></th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Alan never wakes up before his alarm clock rings.</td>
<td>□</td>
<td>☐</td>
</tr>
<tr>
<td>2. He enjoys taking everything slowly in the mornings.</td>
<td>☐</td>
<td>□</td>
</tr>
<tr>
<td>3. He arrives at the office at around 8.15 a.m.</td>
<td>☐</td>
<td>□</td>
</tr>
<tr>
<td>4. Alan finishes work at 6.30 p.m.</td>
<td>☐</td>
<td>□</td>
</tr>
<tr>
<td>5. He normally has to work weekends.</td>
<td>□</td>
<td>☐</td>
</tr>
</tbody>
</table>

Listen again and complete the sentences.
1. I usually _______ my alarm clock for 6.30, but I often _______ before it goes off.
2. I’m a ‘morning person’ – I really _______ the first few hours of the day and like to take things slowly.
3. On my walk to work I often _______ a sandwich and a coffee.
4. In the mornings there’s always lots of calls to return and emails to _______ to, so I don’t normally take a break until about 1.30.
5. I _______ to the canteen to get something to eat and then it’s back to the desk to _______ orders and _______ delivery problems.
6. I _______ to get at least eight hours’ sleep a night so I usually go to bed between 10.00 and 10.30.

Grammar 4
Complete the sentences with **a**, **the** or – (no article).
1. She works seven days a week. I’d call her _______ workaholic.
2. Some of my colleagues find it hard to relax in _______ evenings.
3. Do you sometimes lie in _______ bed thinking about work?
4. We often have to work late, especially when there’s _______ deadline.
5. He doesn’t have _______ time for a hobby.
6. I don’t often get the chance to eat properly during _______ day.
7. I’d like to take _______ time off to travel.
8. She’s always in _______ office by 8.00.

Answer the questions about yourself.
1. What time do you set your alarm for?
2. When do you normally have lunch?
3. How much sleep do you get?
4. What do you usually do after work?
Lesson 2: How efficient are you?

Listening 1

Listen to Azumi talking about how she keeps productive at work and answer the questions.

1. What kind of person is Azumi?
2. What does she make to help her prioritise?
3. What has she recently started using to organise her schedule?

Listen again and complete the sentences.

1. For me, it's important to ______ and work out the individual tasks that need to be done.
2. I have to prioritise, so I ______ and mark the tasks that are most important and do those first.
3. When I finish something on the list, I ______.
4. To get ______, I've just started using a calendar app on my phone.
5. I just put everything into my calendar and ______ my colleagues.

Listening 3

Listen to Doran talking about his work. Are the sentences true or false?

<table>
<thead>
<tr>
<th>Number</th>
<th>Statement</th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doran works as a product manager.</td>
<td>✔</td>
<td>⌂</td>
</tr>
<tr>
<td>2</td>
<td>His team use a joint calendar to work together effectively.</td>
<td>⌂</td>
<td>✔</td>
</tr>
<tr>
<td>3</td>
<td>They decide who is working on the different tasks every morning.</td>
<td>✔</td>
<td>⌂</td>
</tr>
<tr>
<td>4</td>
<td>He always thinks about work when he's at the gym.</td>
<td>⌂</td>
<td>✔</td>
</tr>
</tbody>
</table>

Functional Language

Match the beginnings of the sentences 1–6 with the endings a–f. Then listen again and check.

1. We have a joint calendar
2. So the rest of the team knows where
3. We usually sit down at 8.30 every morning and
4. And then we discuss
5. I find it very hard to unwind and keep
6. That helps me switch off

a. from work for a while.
b. decide who's focusing on what tasks that day.
c. everyone is and what they're working on.
d. my energy levels up.
e. what the priorities are.
f. where we enter everything.

Grammar

Choose the correct word.

1. I share the calendar with three of my colleagues so they both/all/every know when I'm free.
2. We need to finish this project today, but either/neither/all of us wants to work late.
3. I hate sitting at my desk so most/each/every two or three hours I take a break.
4. Tina goes to the gym every/each/most days except Fridays.
5. Of course we discuss how to organise our work, but each/every/all of us has our own schedule.
6. Yuri and I always grab something to eat on our way to work. We all/both/neither love bagels.

NOTEPAD EXERCISE

6. Answer the questions about yourself.

1. What kind of tools do you use to organise your schedule?
2. How good are you at multitasking?
3. Do you make to-do lists every day?
4. How often do you take a break at work/university?
5. How do you unwind after work/university?
Lesson 3: How have I done?

Functional Language

Match the beginnings of the appraisal sentences 1–6 with the endings a–f.

1. I think your organisation  
2. I understand you missed the  
3. I’m concerned about how much  
4. I make to-do lists. You might  
5. I suggest taking the following  
6. I’ve been especially pleased

a. time you spend using social media at work.  
   b. find that helpful too.  
   c. has room for improvement.  
   d. staff meeting on Monday. What happened?  
   e. with the way you’ve dealt with customers.  
   f. steps to help you prioritise better.

Put the sentences 1−6 in the correct category: a, b, c, or d.

a. make suggestions or give advice  
   b. criticise someone  
   c. give praise  
   d. ask about a problem

Vocabulary

Complete the table with the missing words.

<table>
<thead>
<tr>
<th>Verb</th>
<th>Noun</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 repeat</td>
<td>assumption</td>
</tr>
<tr>
<td>2 behave</td>
<td>appraisal</td>
</tr>
<tr>
<td>3 improve</td>
<td>criticism</td>
</tr>
</tbody>
</table>

Complete the tips for giving feedback with the correct words from 3.

As a manager, giving feedback to your team is essential, but it’s a difficult thing to get right. Here are our top tips:

1. Asking for an employee’s own opinion is good. It makes the __________ a two-way process.
2. Be careful not to make an __________ about someone when giving feedback.
3. You shouldn’t be too direct or __________ someone openly. That tends to make people feel defensive.
4. Always give a positive message. Talk about what can be done to __________ things.
5. A summary shouldn’t just be a __________ of critical feedback you’ve given before.
6. Feedback should focus on the __________ of an employee rather than criticising their personal qualities.

Work advice.com

Pronunciation

2.4 Say the phrases. Then listen and repeat.

1. I understand you didn’t meet the project deadline.
2. I’m concerned about how many days you’ve been out of the office recently.
3. What are your thoughts?
4. I’m very pleased with the way you’ve handled the IT project.
5. You were ten minutes late for the meeting last Monday.
6. We’re going to take the following steps to help you prioritise better.
Lesson 4: Review

Vocabulary 1 Complete the texts about three candidates for a promotion with the words from the box.

former  helpful  joining  meeting  numerous  popular  previously  talented

Alan

worked in quality control in an international logistics company. He is a highly employee who has recently introduced a new computer-based quality check. Thanks to him, his employer managed to improve product quality and increase customer satisfaction.

Claudia

Ran her own very successful sports equipment store in Milan before us two years ago. She’s always and very good with customers. Claudia is extremely with colleagues and suppliers alike, although some people say she is a little disorganised.

Armit

Won awards while working for a sportswear design company in Paris. He chose to join our company because of his specialisation in high-quality sports equipment. Amrit is very creative, but has had problems deadlines recently.

Pronunciation 2 2.5 Say the words. Then listen and repeat (*some words can be pronounced in different ways).

1 calendar
2 schedule*
3 priority / prioritise
4 criticise / criticism
5 procrastinate
6 unimaginable
7 either* / neither*
8 buffet

CHECK YOUR VOCABULARY!

3 Complete the crossword. The answers are words from this unit.

Across
4 Cyclists should wear a for protection.
5 Another way to say manage or lead a company.
6 A group of people that work together.
8 A company which was founded recently.
12 Information about your work which will improve your performance.
13 The opposite of give.

Down
1 The noun form of the verb choose.
2 Another way to say reduce your speed is ‘ down’.
3 A person who is physically fit and takes part in sport competitions.
5 Another way to say call back is ‘ a call’.
7 Another way to say appraisal is ‘performance ’.
9 Raise an employee to a more important position.
10 If you don’t go to work because you’re sick or on holiday, you have time .
11 The group of customers you have is called your customer .

NOTEPAD EXERCISE 4 Make three sentences using words from this page that you could use in an appraisal meeting.

1
2
3
Test yourself

Choose the correct answer. For every correct answer you score one point.

1. Emma _____ a company called 'Chocolate Dream' when she was 35.
   a found
   b founded
   c has founded

2. We tested the market and had a fantastic _____.
   a response
   b reply
   c return

3. They’re interested in _____ large orders.
   a putting
   b setting
   c placing

4. He has to answer hundreds of emails _____ day.
   a most
   b every
   c each

5. I have two friends who speak Spanish, but unfortunately _____ of them speaks Italian.
   a neither
   b all
   c every

6. My partner doesn’t like travelling so we spend _____ holidays at home.
   a each
   b every
   c most

7. It’s a good idea to set alarms to _____ appointments.
   a remember
   b remind
   c review

8. It’s always a good idea to _____ important problems first.
   a do
   b deal
   c tackle

9. Even if we make ourselves available 24/7, it’s impossible to _____ with the never-ending to-do list.
   a handle
   b deal
   c complete

10. Slowing down gives you the chance to recover _____ stress.
    a by
    b from
    c over

11. Procrastinate means _____.
    a delay or postpone
    b forget
    c cancel

12. It often helps when you look at something from a different _____.
    a ankle
    b angel
    c angle

13. Another word for worried is _____.
    a concerned
    b upset
    c excited

14. Which of these sentences is not a generalisation?
    a You always arrive late for meetings.
    b Why are you always late for meetings?
    c You were 20 minutes late for the meeting yesterday. What happened?

15. Which of these pieces of feedback is most specific and helpful?
    a I’m very impressed with the way you handle your team.
    b Great job! Well-done!
    c Your work has been excellent – just fantastic.

16. At this company we have an annual _____ review.
    a feedback
    b appraisal
    c performance

17. Criticising people often makes them feel _____.
    a offensive
    b defensive
    c impressive

18. A lot of people find it hard to _____ off from work.
    a slow
    b turn
    c switch

19. The opposite of specific is _____.
    a exact
    b accurate
    c vague

20. A: Is breakfast included in the price for this hotel?
    B: Yes, it is. They have a fantastic breakfast _____.
    a buffet
    b snack
    c station

Score: _____ / 20 points