

# Workbook

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B2

# Business Partner

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# 1

# Corporate culture

## Vocabulary Elements of corporate culture

### 1 Complete the sentences using the words in the box.

atmosphere flexibility hierarchy image open-plan  
organisational strategy structure values

- 1 Company \_\_\_\_\_ refers to the way a business is organised.
- 2 Company \_\_\_\_\_ is planning a series of actions in order to achieve something.
- 3 An \_\_\_\_\_ office is one which does not have walls dividing it into separate rooms.
- 4 A good \_\_\_\_\_ in a company means a positive feeling that a place gives employees.
- 5 The \_\_\_\_\_ of a company refers to the general opinion that people have of an organisation or product. This is not limited to advertising.
- 6 Having \_\_\_\_\_ means being able to change or adapt to a situation.
- 7 Company \_\_\_\_\_ means staff are organised on various levels, depending on responsibility, e.g. junior and senior managers.
- 8 Company \_\_\_\_\_ are the principles and practices that a business feels are important, e.g. equal pay for men and women, or the way employees are treated.
- 9 \_\_\_\_\_ behaviour looks at how people work together and how ways of working, e.g. employee interaction and leadership style, can affect the whole organisation.

### 2 Read the conversation between an HR manager (HR) and a new intern (I). Choose the correct option.

**HR:** Do you have any questions for me, Rebecca?

**I:** Yes, I'd like to know what the working environment is like.

**HR:** You'll find there's a good <sup>1</sup> *flexibility / company structure / atmosphere* because our staff are friendly and positive. And the <sup>2</sup> *pay rate / dress code / company image* is quite relaxed. It's business casual.

**I:** And what are the working hours? Are they 9 a.m. to 5 p.m.?

**HR:** That's right, although we expect employees to have some <sup>3</sup> *flexibility / company values / minimum salaries* and adapt when plans change, for instance, your boss may ask you to work late one day to finish an important task.

**I:** And does everyone work in a(n) <sup>4</sup> *scaled / incredible / open-plan* area?

**HR:** Yes. None of the managers has their own office anymore.

**I:** So what would my monthly pay be?

**HR:** As you are new to the company, you would be earning the standard <sup>5</sup> *pay structure / minimum salary / open-plan* for interns, which is about €800 a month.

**I:** €800? Erm ... I was hoping for something a little higher.

**HR:** Well, we could discuss a slightly higher <sup>6</sup> *pay rate / company structure / pay structure* after the six-month trial period.



## Grammar Future Continuous and Future Perfect Simple

**1** Look at the verb tenses in the example sentences. Which of the tenses describes an activity that ...

- i will be in progress at a particular moment in the future?
- ii will be finished by a certain time in the future?

- a Many young people **will have decided** what is important for them in a job by the time they go to their first interview.
- b Millennials **will be looking** for jobs with more chances of promotion and more diverse work when they enter the workforce.

**2** Complete the sentences using the tense structures in the box. Then decide which activity will be in progress and which will be finished.

will have transferred    will be retaining    won't have changed    will be staying  
 Will you be sleeping    will be preparing    Will you have finished    will be entertaining

- 1 I won't be able to do lunch on Monday as I \_\_\_\_\_ clients all day.
- 2 He doesn't need a hotel room for the conference next month as he \_\_\_\_\_ with his brother.
- 3 \_\_\_\_\_ the proposal by the end of the week?
- 4 The manager won't be taking any calls in the morning as she \_\_\_\_\_ her presentation.
- 5 \_\_\_\_\_ when my flight gets in?
- 6 Investment banks \_\_\_\_\_ the way they do business by the end of the next decade. It will take much longer.
- 7 Our boss said that by the end of the year, our bank \_\_\_\_\_ its operations to the Warsaw office.
- 8 The banking sector \_\_\_\_\_ employees by offering job security rather than high salaries over the next few years.

**In progress:** \_\_\_\_\_ **Finished:** \_\_\_\_\_

**3** Complete the conversation with the Future Continuous or Future Perfect Simple form of the verbs in brackets.

**A:** What kind of job do you think you <sup>1</sup> \_\_\_\_\_ (do) five years from now?

**B:** I think I <sup>2</sup> \_\_\_\_\_ (run) my own business.

**A:** Wow! So you <sup>3</sup> \_\_\_\_\_ (set up) your own company by the time you're twenty-five!

**B:** Yes, I hope so. We <sup>4</sup> \_\_\_\_\_ (finish) our degree course by then, won't we? What about you?

**A:** I'm not sure. Perhaps I <sup>5</sup> \_\_\_\_\_ (work) in investment banking. And what <sup>6</sup> \_\_\_\_\_ (you / do) in your free time? I imagine you won't have much time off as an entrepreneur.

**B:** That's right. I guess I'll be very busy some weekends. But I believe in a good work-life balance, so I hope I <sup>7</sup> \_\_\_\_\_ (not / give up) all my interests by my mid-20s. I mean, I <sup>8</sup> \_\_\_\_\_ (still go) to the gym, and I think I <sup>9</sup> \_\_\_\_\_ (travel) more because I <sup>10</sup> \_\_\_\_\_ (earn) a good salary. And you? Do you think <sup>11</sup> \_\_\_\_\_ (you / still live) with your parents in the same town?

**A:** Oh no! I'm sure I <sup>12</sup> \_\_\_\_\_ (move out) of my parents' home before then. And maybe I <sup>13</sup> \_\_\_\_\_ (live) in a city like Frankfurt or Warsaw.

**B:** Me too. But I think in five years' time, I <sup>14</sup> \_\_\_\_\_ (work) somewhere in Asia, perhaps Kuala Lumpur.

**Listening 1**  1.01 Listen to an expert talking about employee retention and match the sentence halves. Two of the options (a-f) are not used.

- 1 The pay rate is important but it isn't \_\_\_\_
  - 2 Little things can make a difference and help to \_\_\_\_
  - 3 Most people want to work for a company where \_\_\_\_
  - 4 Any successful organisation needs a structure \_\_\_\_
- a create a good working environment.  
 b they share the same open-plan office as their colleagues.  
 c where there are opportunities for promotion and personal development.  
 d they share the same values as their colleagues.  
 e every company that offers every Friday afternoon off.  
 f the only motivational factor that concerns millennials.

**2** Choose the correct option to complete what the expert says. Then listen again to check your answers.

- 1 The \_\_\_\_ of employees is something that has been given more importance in recent years.  
 a principles    b flexibility    c behaviour    d happiness
- 2 Millennials often prefer a more \_\_\_\_ dress code compared to their older colleagues.  
 a casual    b smart-casual    c business casual    d business-like
- 3 Those with young children will appreciate having \_\_\_\_ in their work schedule.  
 a work-life balance    b hierarchy    c flexibility    d work at home
- 4 I'd say a company's \_\_\_\_ and beliefs are a decisive factor when accepting a job offer.  
 a principles    b values    c behaviour    d atmosphere
- 5 Asking employees what they think when developing company \_\_\_\_ can make all employees feel more valued and motivated.  
 a security    b development    c strategy    d hierarchy
- 6 This type of motivation helps to \_\_\_\_ staff and encourages growth.  
 a develop    b train    c motivate    d retain

**3** Read the sentences summarising the interview and decide if they are *true* (T) or *false* (F).

- 1 There are many motivational factors that affect a young person's choice of company. These may include dress code and small things in the working environment. \_\_\_\_
- 2 The important factors for young people, when they are choosing which company to work for, include opportunities for progression, a large salary, strong management and the company's principles. \_\_\_\_

## Functional language

### Building trust

**1** 1.02 Complete the conversation between Dominique (Project Manager) and Karl (IT Engineer) using the phrases in the box. Then listen and check your answers. One phrase is not used.

Could we help you we both want to Can I suggest that how do you think we can  
I can see you're concerned let's wait until One way to solve this is  
To be honest, I feel I understand what you're saying Would it be useful

- D:** As I mentioned in our last call, Karl, I think quality is becoming a concern on this project. <sup>1</sup>\_\_\_\_\_ a little worried about delivering a quality product to the customer.
- K:** Really? <sup>2</sup>\_\_\_\_\_ about quality, but I thought you were happy that we had managed to reduce costs.
- D:** Yes, <sup>3</sup>\_\_\_\_\_ keep to budget, but frankly I'm concerned that we're losing quality and our customers won't buy the software. <sup>4</sup>\_\_\_\_\_ to test quality more effectively in some way?
- K:** Well, until now, we've only tested the software using a small number of people. <sup>5</sup>\_\_\_\_\_ to test it using another group with very different needs, but we don't have a budget for that.
- D:** I like your suggestion, Karl, and I realise testing is expensive. Based on your experience, <sup>6</sup>\_\_\_\_\_ test the software without increasing the budget too much? Could we reduce the number of testers in the first group, and then create a second group for testing?
- K:** <sup>7</sup>\_\_\_\_\_ but it's important to have at least twelve people in each group and currently we have one group of eighteen testers.
- D:** <sup>8</sup>\_\_\_\_\_ for us to create another group of twelve testers, but reduce the first group from eighteen to twelve? That would mean paying for only six more testers.
- K:** Sure. That could work. But <sup>9</sup>\_\_\_\_\_ we have the test results from this week and then decide together. And we need to make sure the second group have different software requirements.
- D:** Thanks, Karl. I knew we could come up with something.

### Self-presentation

**2** 1.03 Complete the personal presentation with suitable words. The last letter of the words has been given. Then listen and check your answers.

Hello. My name's Lotte Smit and I'm <sup>1</sup>\_\_\_\_\_d in the Tokyo office. I've been with this company for around two years. We work on engineering projects. I'm a Key Account Manager. In the past I <sup>2</sup>\_\_\_\_\_d \_\_\_\_\_o work in Europe, but since last year I've been working on projects in South-East Asia as I'm now <sup>3</sup>\_\_\_\_\_e \_\_\_\_\_r key accounts in Japan and Australia. What else? Well, I have to travel quite a lot; half of my time is spent travelling around Japan, Australia and New Zealand. The job is <sup>4</sup>\_\_\_\_\_e stressful but I really enjoy it. And I have to say, it's going to be <sup>5</sup>\_\_\_\_\_t working <sup>6</sup>\_\_\_\_\_h you <sup>7</sup>\_\_\_\_\_n this project and I'm <sup>8</sup>\_\_\_\_\_d \_\_\_\_\_o be <sup>9</sup>\_\_\_\_\_d. Finally, if you <sup>10</sup>\_\_\_\_\_d my help in any <sup>11</sup>\_\_\_\_\_y, don't <sup>12</sup>\_\_\_\_\_e to ask. I'm here to collaborate. Thank you.

**Writing** A company news blog

**1A** Read the blog on the latest news at your organisation and label the paragraphs 1-7 using the headings in the box. You can use some headings more than once.

Concluding   Introducing   Title   Informing

*URGENT:  
Please revise  
this text!*

**STOP PRESS: opportunity to study abroad for one month!**

**Why not take advantage** <sup>of</sup> our new study abroad programme? **The company happy to announce** that it is offering you a free one-month study programme in a country of your choice.

**We are offering you the opportunity** study in a variety of destinations: Buenos Aires, Munich, Wroclaw, Toronto or Seoul.

**There is a variety of** courses on offer, including language programmes and introductory MBA programmes so you sure to find something of interest. The courses are on offer at different times during the year and your accommodation will be paid for by the company.

**Please note that** participants will need to pay an enrolment\* fee but this will be reimbursed\*\* when you have completed the programme.

**Let us know if** you wish to participate in this international study programme. **Although it is exciting news,** we appreciate you likely to have some concerns about going abroad or your choice of country. **The HR department can address** any concerns you may have by answering your questions.

Please **do not hesitate contact us** for more information.

\*enrolment (noun): the process of arranging to do a course  
\*\*reimburse (verb, formal): pay money back to someone

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_

**B** Read the blog in exercise 1A and correct the language mistakes. There is one error in each section 2-7.

**2** Write a blog for your company website with news about an opportunity to work abroad for three months. Write 160-180 words. Use:

- the expressions in bold from Exercise 1A.
- the functional language in Exercise 2 on page 16 in the coursebook.

**Include the following:**

- **Title:** add an interesting title.
- **Introduction:** introduce the news to the readers.
- **Information:** give more information about the news: think about answers to questions starting with *what, when, where, why* or *how*?
- **Conclusion:** ask the readers to do something, e.g. to send an email, to click on a link.

**3** Choose the best option for concluding your blog in Exercise 2. Review your conclusion if necessary.

- a Please don't hesitate to contact us for more information.
- b If you're interested, just click here.
- c Don't hesitate to contact us or click on the link below to find out more about this exciting programme.