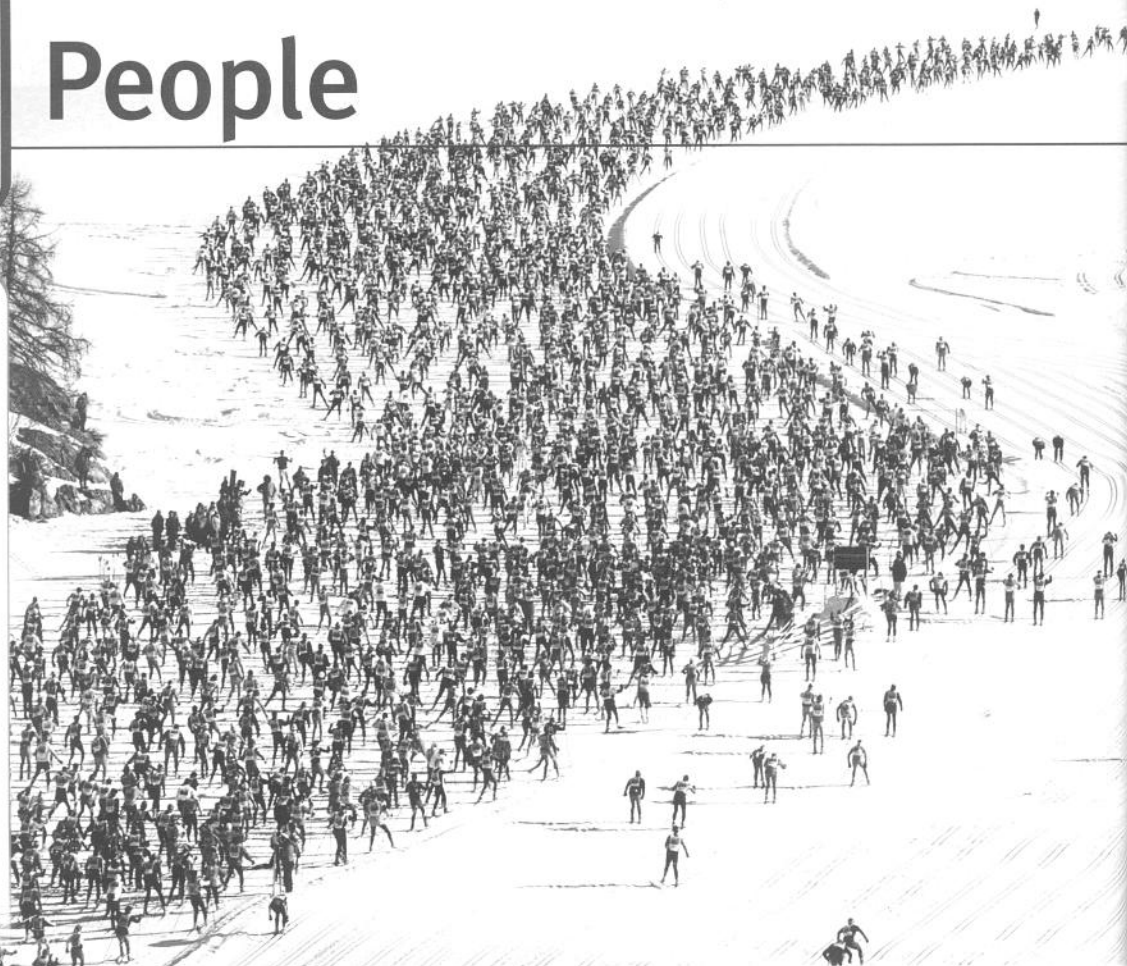


People

OVERVIEW

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A people problem



People are people . . . not personnel.

Tom Peters, American management consultant and author

Starting in

What sort of person are you? For each question choose one answer.

- 1 I like to work
a) alone. b) in a team. c) with a partner.
- 2 For appointments I like to be
a) early. b) on time. c) five minutes late.
- 3 I prefer to work
a) at home. b) in an office. c) outside.
- 4 I like to travel
a) to new places. b) to places I know well. c) only when I need to.
- 5 In meetings I prefer
a) not to speak much. b) to speak a lot. c) to be the chairperson.
- 6 I work best
a) in the morning. b) in the afternoon. c) in the evening / at night.
- 7 I think a lot about
a) the future. b) the past. c) the present.
- 8 I like my friends or colleagues to be
a) intelligent. b) good-looking. c) funny.

Compare your answers with a partner. Then find people with the same answers as you.

A Match the statements 1 to 10 to the adjectives a) to j).

They ...

- 1 like to spend time with other people.
- 2 want to reach the top in their career.
- 3 have a lot of new ideas.
- 4 do what they promise to do.
- 5 are usually calm.
- 6 spend a lot of time doing a good job.
- 7 like to be on time.
- 8 encourage other people to work well.
- 9 are good at making things work.
- 10 like to do things for other people.

- a) ambitious
- b) creative
- c) hard-working
- d) motivating
- e) helpful
- f) punctual
- g) relaxed
- h) sociable
- i) practical
- j) reliable

Use adjectives from Exercise A to complete this Human Resources report.

MARIA KARLSSON

Maria is good in a team, and she gets on well with her colleagues. She is extremely *sociable* ¹. She is never late for meetings – she is always ². She is very ³; she always meets deadlines. She is in the office at 8:00 a.m. every day and often stays late – she is very ⁴. She is also a very ⁵ person with a lot of ideas for the future of the company.



B Look again at the adjectives in Exercise A. Which types of colleague do you like to work with? Discuss your answers with a partner.

I like to work with ambitious people. They get things done.

Vocabulary file page 155

A difficult
colleague

7.1 John Burnham is a property developer. He is talking about a colleague he worked with. Listen to the first part of the conversation. Mark each statement true or false.

- 1 John's colleague was easy to work with. *false*
- 2 He was very rude to customers.
- 3 He was good at managing people.
- 4 He blamed other people for problems.

7.2 Listen to the second part of the conversation. Then answer these questions.

- 1 How long did John work with this colleague?
- 2 What were two good things about John's colleague?
- 3 John says, 'The company fired him.' Why did they fire him?

Language focus 1

Past simple:
negatives and
questions

- For negatives and questions in the past simple, we use the auxiliary *did* (*didn't*) and the infinitive form of the verb.
*You **didn't** like your colleague.*
***Did** he leave the company?*
*Why **did** he leave the company?*
- Note the form with the verb *to be*.
*Was he a good colleague? No, he **wasn't**.*

 page 124

A Put the words in the right order to make sentences from the conversation on page 63.
Negatives

- You / like / didn't / your colleague / .
*You **didn't** like your colleague.*
- how to / people / manage / He / know / didn't / .
- at all / his staff / support / didn't / He / .

Questions

- Why / he / was / to work with / so difficult / ?
*Why **was** he so difficult to work with?*
- his staff / How did / manage / he / ?
- at the company / long / was he / How / ?
- he / was / good at / What / ?
- did / leave / the company / he / Why / ?

B 7.3 Listen and check your answers.
C Correct one mistake in each line of this message.

Maris, I'm sorry. I'm having a bad day. I didn't sent the report ¹ *...send...*
 out, and I not check the figures. I didn't get to the bank ²
 on time, and I didn't phoned the suppliers. I tried to call you ³
 this morning, but you not answer. I think I need to go home. ⁴

D Read the extract. Then write questions with each of the following words.

Why	How long	What	When	Where
-----	----------	------	------	-------

Monica grew up in France. She studied Italian at university in Paris. Then she worked in Italy for four years from 1999 until 2003. She left Italy because she wanted to study English. She went to London in 2003.
Where did Monica grow up?

E Work in pairs. Ask your partner questions about their past studies and/or jobs.


Language focus 2

Question forms

- We form questions which can be answered with *yes* or *no* in two ways.

With <i>be</i> or a modal verb	<i>be</i> / modal verb	Subject	
<i>He is ambitious.</i>	<i>Is</i>	<i>he</i>	<i>ambitious?</i>
<i>She can see us now.</i>	<i>Can</i>	<i>she</i>	<i>see us now?</i>

With all other verbs	Form of <i>do</i>	Subject	
<i>Stella loves the area.</i>	<i>Does</i>	<i>Stella</i>	<i>love the area?</i>

- We begin other types of questions with a question word such as *why*, *where*, *when* or *how*.

	Question word	Form of <i>do</i>	Subject	
<i>She works hard.</i>	<i>Why</i>	<i>does</i>	<i>she</i>	<i>work hard?</i>

➞ page 124

A Make yes/no questions from these statements.

- He likes efficient people.
Does he like efficient people?
- He caught the plane.
- She can meet Simon on Wednesday.
- She was at the meeting.
- They went to the conference.
- You met the deadline.

B Make questions from these statements. Use question words from the box. The answer to each question is underlined.

Where Who When Why How many How often

- I bought five. *How many did you buy?*
- They go there twice a week.
- I live in New York.
- She wants the report tomorrow.
- We work with Susan.
- They came because they wanted to see me.
- He is always late because he lives a long way away.
- I interviewed Pierre.

- C** Last week Amina went on a training course. Complete the questions on a questionnaire about the course.

BUSINESS TRAINING SOLUTIONS COURSE EVALUATION

- 1 *Why did you* choose this training course?
a) location b) price c) reputation
- 2 get to the course?
a) by train b) by car c) by bus
- 3 start your journey?
a) in London b) outside London c) outside the UK
- 4 like the main presentation?
a) Yes, very much b) Yes. It was OK. c) No
- 5 feel about the course?
a) very satisfied b) satisfied c) not satisfied
- 6 the tutors helpful?
a) Yes, very helpful b) Yes, quite helpful c) No, not helpful
- 7 Which part find the most useful?
a) presentation skills b) meeting skills c) negotiation skills
- 8 receive the pre-course information?
a) more than 3 weeks before the course
b) 2–3 weeks before the course
c) less than 2 weeks before the course



- D**  7.4 Listen and tick Amina's answers.

Skills

Negotiating:
dealing with
problems

A 7.5 Sophie Bond is a warehouse manager. She is talking to Jacques Martin, a director of the company. Listen and answer the questions.

- 1 What time do Sophie's staff leave work?
- 2 What does Sophie suggest?
- 3 When will Jacques get back to Sophie?

B 7.5 Listen again and complete the extracts below.

Jacques I ... *understand* ...¹ what you're saying, Sophie, but it's just not possible. We ² hire any more staff at the moment.

Sophie I can't accept ³. I told you months ago that my staff work ⁴ hard.

Jacques I don't know. It's not ⁵ to get the right kind of staff.

Sophie I ⁶ train them. Even ⁷ part-time worker would make life easier.

C Work in pairs. Role play this situation. Student A is a sales representative for a computer company. You ask the sales manager for a new company car: turn to page 141.

Student B is the sales manager: turn to page 146.

Sales manager *I understand you want a different car.*

Sales representative *That's right. Last year ...*

Useful language

EMPLOYEE

Describing the problem

There's too much ...

There isn't enough ...

Emphasising the problem

It's really important ...

We need to ...

Making suggestions

Why don't you ...?

We could ...

MANAGER

Responding

I'm sorry but ...

I understand but ...

Explaining the reasons

The problem is ...

The reason is ...

Responding

OK, I'll think about it.

All right. I'll get back to you.

Vocabulary

- A** Complete the sentences with words from the box. Write Ø if no word is missing.

with on into to at

- 1 A sales rep should never be rude to customers.
- 2 Wilson Engineering entered partnership M-Tech last January.
- 3 Ana Gutierrez founded Medea Discos in May 2000.
- 4 They did a lot of research the Chinese market.
- 5 Tony is well organised and very good time-keeping.
- 6 Sandra is the kind of person I would like to start a business
- 7 Their new manager really knows how to motivate staff.
- 8 A good employee always arrives time.
- 9 He was always very helpful, but he was not very popular his colleagues.
- 10 I like working in a team and I get on well others.

- B** Complete the sentences with the correct adjectives about people.

- 1 Tim is a very quiet person. He never says anything in meetings.
- 2 Pierre likes going to parties and meeting new people. He's extremely shy.
- 3 Our new manager has lots of new ideas, and she always finds good solutions to problems. She's very creative at work.
- 4 You're late again. Could you try to be a bit more prompt?
- 5 I am ambitious and I would really like to become head of my department one day.
- 6 Lucy is very hard-working. She works longer hours than everyone else.

Vocabulary +

- C** Match the sentence halves to make definitions for the new adjectives about people.

- | | |
|--------------------------|---|
| 1 A decisive person | a) is very active and does not feel tired quickly. |
| 2 A confident person | b) can make quick decisions in a difficult situation. |
| 3 An efficient person | c) does not let you down. |
| 4 An energetic person | d) believes that they can be successful. |
| 5 An enthusiastic person | e) can do tasks well without wasting time. |
| 6 A reliable person | f) shows a lot of interest and excitement. |

Opposites

D Write the opposite of the adjectives in the box into the correct column.

~~-enthusiastic~~ ~~decisive~~ polite reliable sociable efficient patient

un-	in-	im-
<i>unenthusiastic</i>	<i>indecisive</i>	
.....		
.....		

Language review

Past forms and infinitives

A Complete the verb forms.

Infinitive	Past	Infinitive	Past
1 begin	b _ _ _ n	6 find	f _ _ _
2 br _ _ _	brought	7 go	_ _ _ _
3 catch	ca _ _ _ _	8 know	_ _ _ w
4 come	c _ _ _	9 l _ _ _ _	left
5 _ _ _ _ _	drove	10 send	s _ _ _

B Choose the correct verb form from exercise A to complete the sentences.

- I didn't *know* that you *went* on a training course last month.
- I didn't to work because of the snow. I a bus instead.
- Why did Emma the company?
- Did he the report by post, or did he it here himself?
- When did the training course ?
- Our first manager really how to motivate us, didn't he?
- I didn't to the staff meeting. I was feeling very ill.
- This is very useful information. Where did you it?
- Did you the early morning train?
- Why didn't Peter into partnership with Crawley Electronics?

C Now match these responses to the sentences in exercise B.

- He certainly did. We all wanted to work hard for the company.
- He delivered it by hand yesterday afternoon.
- Well, he heard that they were in financial difficulty.
- It was all in last year's annual report.
- No, I didn't. I came by car.
- On 26 February.
- Really? I thought everyone in the office knew!
- Well, I think she didn't get on with the new manager.
- Were you? Did you see a doctor?
- Yeah. I left my car at home too.

6

D Put the words in the questions in the correct order.

- they / punctual / Were / ? *Were they punctual?*
- a / Did / he / in / like / team / to / work / ?
- they / Were / hard-working / ?
- colleagues / her / popular / Mrs Whitehead / Was / with / ?
- motivate / know / Did / how / people / she / to / ?
- happy / Sandra / to / Were / with / work / you / ?