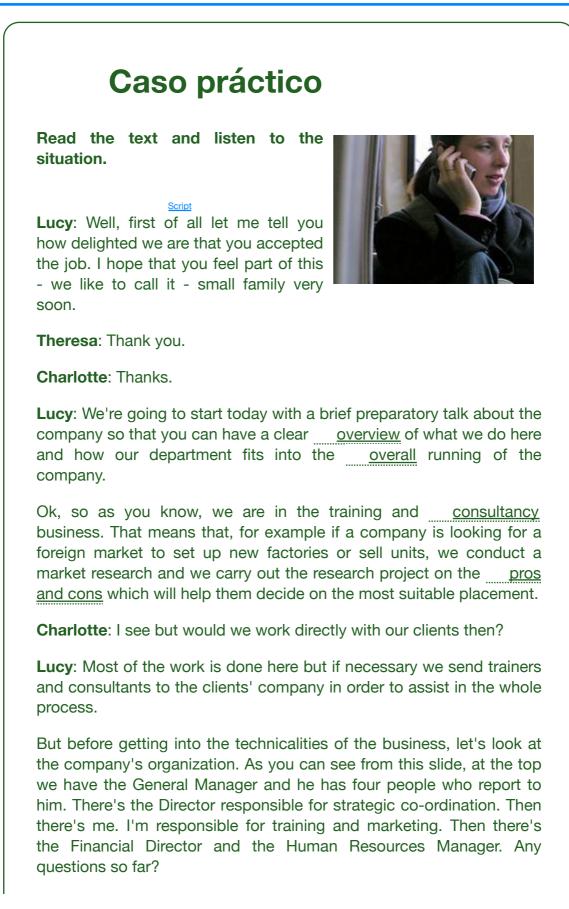
TEAMWORK.- Session 3.- Working together.



Charlotte: No, none.

Theresa: It's similar to the company I used to work for.

Lucy: I'm happy to hear that. It will make it easier for you to join the group...and now let's take a look at my team in more detail, at the bottom of the <u>slide</u>; I have three units who work in different plans and projects. Each unit consists of a team leader, an International business expert, a Marketing expert and a Training expert. Building team spirit is always the <u>focal point</u> of what I try to do as a manager. When we are facing a new project, I expect you to work as a team, make decisions as a team and support your colleagues. As I said before we're a small family and we believe in success through hard work... and that's why you're here. We need people who have the ability to use initiative, to negotiate and to work well in teams...

Charlotte: Can I just ask you about the team leader's roles and responsibilities?

Lucy: Interesting question. I was just about to tell you about that. The team leader is not a fixed position and it depends on how well you do in the team. I will assign a team leader every six months and that person will basically monitor and coordinate the team activity, but also, he or she will maintain and update databases and evaluate the success of marketing campaigns.

Autoevaluación

Complete the following sentences:

There are four people who report to the General Manager: the Strategic Co-ordination Manager, the and Marketing Director, the Financial Director and the Human Manager.

Each unit consists of a leader, an International expert, a expert and a Training expert.

The team leader will and coordinate the team activity, maintain and update databases and evaluate the of marketing .



1.- What to say: Expressing agreement and disagreement.

When working in a team, it's important to debate ideas and reach agreements. Look at the following table and read the expressions used to express agreement and disagreement:



Expressions to show agreement and disagreement

| Expressions to show agreement | Expressions to show disagreement |
|---|---|
| I agree with you. I see what you mean. I see your point. That's right. That's a good point / idea. Well, I can't argue with that. I think / believe so. Exactly / Certainly. | I don't agree with you. You're wrong. I can't really see the point of (-ing). I wouldn't say that. I'm not convinced. I don't know about it. I don't think so. Not really. |

Ejercicio Resuelto

Click to read the Spanish translation.

A continuación aparece una tabla con expresiones con las que demostrar acuerdo o desacuerdo de manera educada.

| Expresar acuerdo | Expresar desacuerdo |
|--|--|
| ✓ Estoy de acuerdo contigo. ✓ Entiendo lo que quieres decir. ✓ Entiendo tu opinión. ✓ LLevas razón. ✓ Es una buena idea. ✓ Bien, no puedo discutir sobre eso. ✓ Creo que sí. ✓ Exactamente. | No estoy de acuerdo contigo. Estás equivocado. No entiendo la necesidad de No diría eso. No estoy convencida. No se nada de eso. No creo. No, realmente no. |

Think about it

Do you agree with the following statements? Show agreement or disagreement using expressions from the table above:

- a. Top executives are too highly paid.
- b. Business leaders are born, not made.
- c. Hand-made goods are necessarily better than factory-made ones.
- d. A poor product can be made successful by using clever marketing techniques.
- e. The government should control prices in your country.
- f. Shopping on the Internet has more advantages than disadvantages.



A step ahead

If you do not want to sound rude, you need to learn how to express agreement and disagreement. Read the following article where you will find instructions to agree and disagree politely.

How to express agreement and disagreement.

2.- How to say it: How to express future in English.

| | Citas Para Pensar |
|------|--|
| "The | future is always beginning now" |
| | Mark Strand. |
| | |
| | Think about it |
| | looking forward to your next holiday? Where are yo |

With the following three sentences you can give information about your holidays:

- *I'm going to visit my sister who lives in London.*
- *I'm setting off* at 7.30 to catch my plane.
- *I'll probably go <u>bungee-jumping</u> in the Grand Canyon.*



Think about it

Look at the examples and tell me how many different ways of expressing future are we using?

| You're right! | |
|--|--|
| We're using three different forms but there are some important differences among them: | |
| | |

Be going to – We use **be going to**when we already have a plan or an intention to do something.

I'm going to visit my sister.

We also use **be going to** to make a prediction based on some evidence.

✓ Look! The plane is going to take off.

Present continuous – We use present continuous when we have an arrangement and normally the place and time to do something have been decided. That is, it describes a future action which is agreed or scheduled.

I'm setting off at 7.30 to catch my plane.

Willis used:

- To make future predictions based on what you think. Normally with adverbs like perhapsorprobably and after the verbs believe, think, hope, expect, be sure ...
- *I'll probably go bungee-jumping in the Grand Canyon.*
- To talk about spontaneous decisions:
- ✓ Ok, I'll change the reservation right now.
- For promises, threats and warnings:
- ✓ I'll be at the airport on time to pick you up.
- For offers and requests:
- I'll take that heavy bag for you.

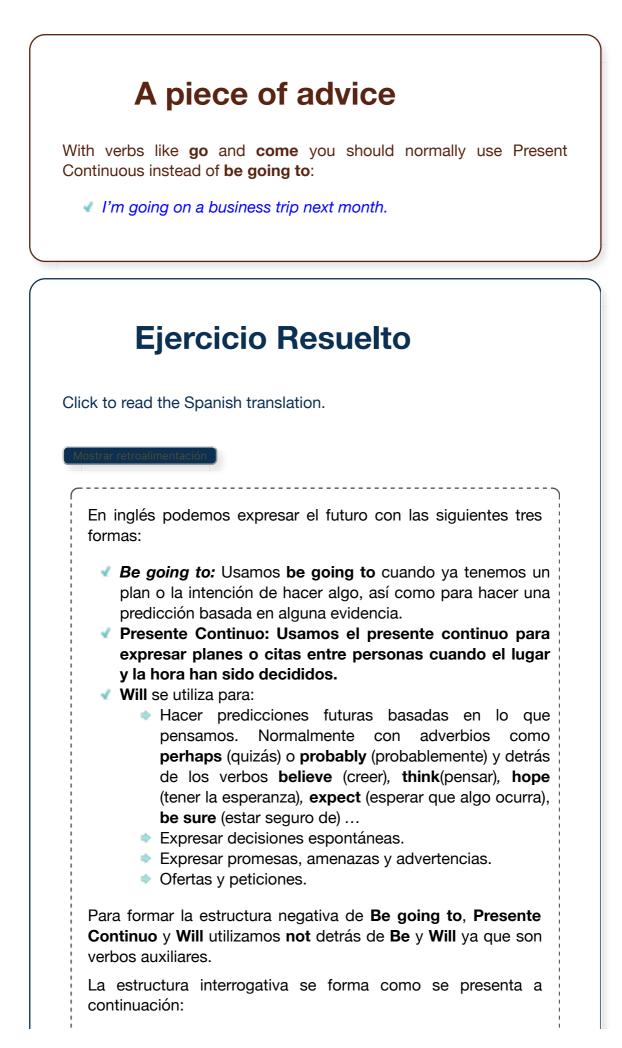
Look at the following negative sentences:

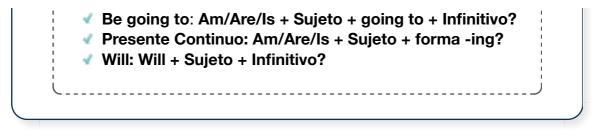
- I'm not going to visit my sister.
- *I'm not setting off at 7.30.*
- I won't (will not) go bungee-jumping.

As you can see **be** and *will* are auxiliaries, so we add **not** after them to form the negative sentences.

And what about questions in future?

- Are you going to visit your sister? (Am/Are/Is + Subject + going to + Infinitive?)
- Are you setting off at 7.30? (Am/Are/Is + Subject + -ing form?)
- Will you go bungee-jumping?(Will + Subject + Infinitive?)





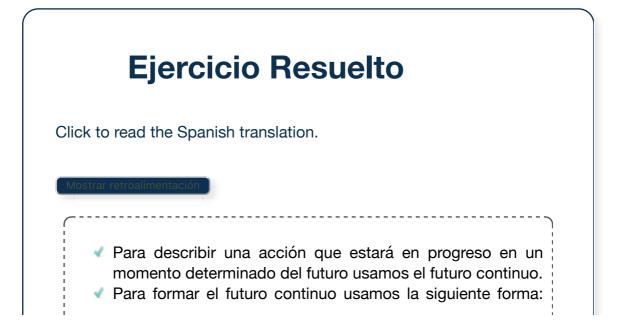
2.1.- Future continuous and future perfect.

- If you want to describe an action that will be in progress at a specific time in the future, you use the future continuous:
 - On July 16 at 8 a.m., Mr. and Mrs. Steward will be flying to Canada.
 Look at the example and think about the form of the future continuous:
 Will + be + -ing form



Negative form: Won't (will not) + be + -ing form

- On July 16 at 8 a.m., they won't be flying to Vancouver. Interrogative form: (Wh-) Will + Subject + be + -ing form?
- Where will they be departing from?
- On the contrary, if you want to say that an action will be completed at a particular time in the future, the Future Perfect is used:
 - By July 30th, Mr. and Mrs. Steward will have visited Canada. As you can see from the example the future perfect is formed as follows:
 Will + have + past participle Negative form: Won't (will not) + have + past participle
 - By July 30th, they won't have arrived in London.
 Interrogative form: (Wh-) Will + subject + have + past participle?
 - Will they have arrived by midnight?



Will + be + forma -ing

- La forma negativa se forma añadiendo not detrás del auxiliar will.
- La forma interrogativa sigue el siguiente esquema: (Wh-)
 Will + Sujeto + be + forma -ing?
- Por el contrario, si quieres decir que una acción estará terminada en un momento determinado del futuro debes utilizar el Fututo Perfecto.
- Para formar el futuro perfecto usamos la siguiente forma:
 Will + have + participio de pasado.
- La forma negativa se forma añadiendo not detrás del auxiliar will.
- La forma interrogativa sigue el siguiente esquema: (Wh-)
 Will + Sujeto + have + participio de pasado?

A piece of advice

It's very usual to find the following time expressions with the Future Perfect:

By midnight, by ten o'clock, by July <u>30th</u>...

2.2.- Now you put it into practice (I).



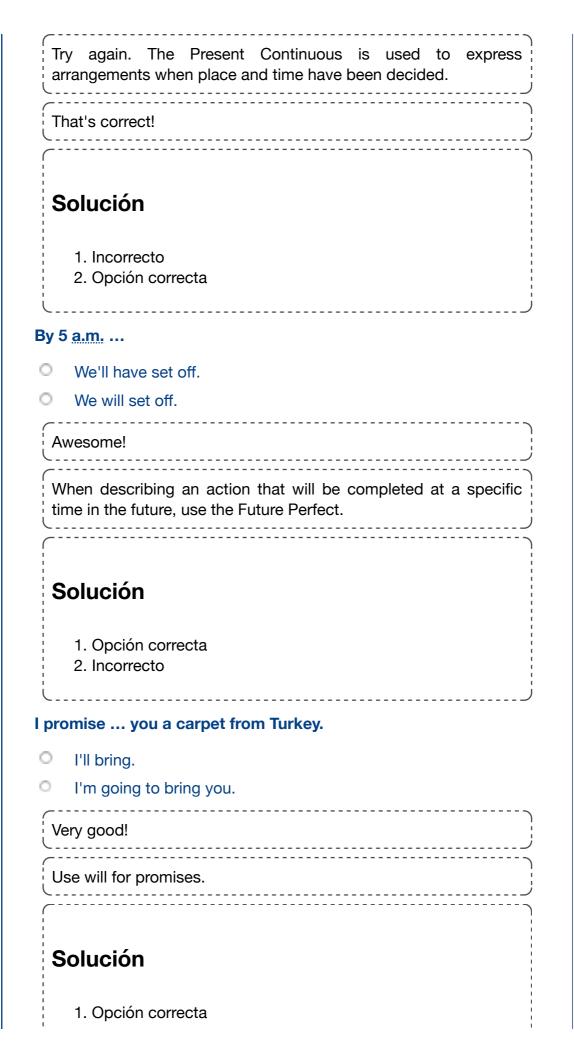
Autoevaluación

Match the following examples to one of the uses below:

Matching exercise

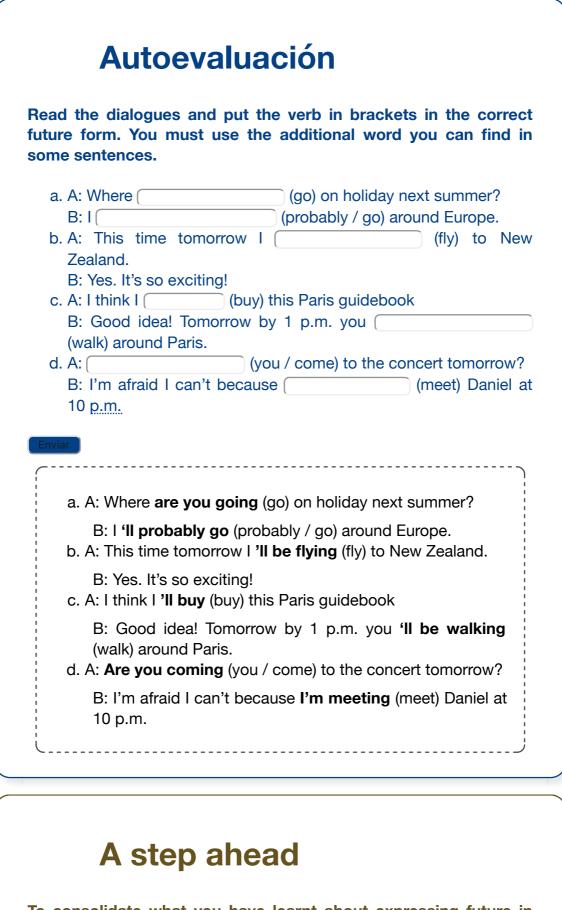
| Examples | Match | Uses |
|---|-----------|---|
| This time tomorrow, we'll be checking into the hotel. | \Box | 1. The speaker's intention to do something. |
| I hope he'll pick me up from the airport when I get back. | | 2. An arrangement. Time and place have already been decided. |
| We're meeting at platform 4 for the 2.15 train to London. | \Box | 3. An action that will be in progress at a specific time in the future. |
| Are you going to pay in cash or by credit card? | \square | 4. Future prediction based on what the speaker thinks. |
| Enviar | | |
| Remember these uses different ways of express | | n't make mistakes with the in English. |





| 2. Incorrecto |
|--|
| OK. If it's that cheap, first class. |
| O I'll travel. |
| I'm going to travel. |
| Great job! |
| Will is used for spontaneous decisions. |
| Solución |
| 1. Opción correcta 2. Incorrecto |
| on a guided tour of Vancouver. |
| • We're going to go. |
| • We're going. |
| That's incorrect! With verbs like go and come you should normally use Present Continuous instead of be going to. |
| That's right! |
| |
| Solución |
| 1. Incorrecto 2. Opción correcta |
| When I get back home, a fantastic Mediterranean cruise. |
| I'll have enjoyed. |
| I'll be enjoying. |
| Brilliant! |
| When describing an action that will be completed at a specific |

| tim | e in the future, use the Future Perfect. |
|----------|---|
| (| |
| So | olución |
| | 1. Opción correcta 2. Incorrecto |
| I thin | k a very good time. |
| | We're going to have. We'll have. |
| <i>~</i> | |
| Wil ل | l is used to make future predictions based on what you think. |
| Am | nazing! |
| | |
| Sc | olución |
| | 1. Incorrecto 2. Opción correcta |
| l can | 't go swimming because Mary in half an hour. |
| 0 | I'll meet. |
| 0 | I'm meeting. |
| We | use the Present Continuous when we have an arrangement. |
| Gre | eat! |
| | |
| Sc | olución |
| | 1. Incorrecto 2. Opción correcta |
| ~ | |



To consolidate what you have learnt about expressing future in English, do the exercises you will find in the following links:

Present tense and be going to for future.

Future simple and continuous tense.

2.3.- Word stress.

It's important for you to know the syllable on which the stress is given.

We can use circles to show the stress, the bigger circle shows the syllable which has the stress; in the dictionary you can find this symbol () to show the stressed syllable. For example:



Tourism Ooo Tourism /'tʊərɪz(ə)m/

In English there is not a fixed pattern to know where the stress is placed. These are some of the stress patterns that you can find:

Two-syllable words with the stress on the first syllable:

August Oo Travel Oo

Two-syllable words with the stress on the second syllable:

Hotel oO Receipt oO

Three-syllable words with the stress on the first syllable:

Holiday Ooo Satellite Ooo

Three-syllable words with the stress on the second syllable:

September oOo Important oOo

Three-syllable words with the stress on the third syllable:

Magazine ooO Volunteer ooO

You should pay attention to some two-syllable words in English which have the same spelling, but the stress can be on the first or on the second syllable. If the stress is on the first syllable, it is a noun; however, if the stress is on the second syllable, it is a verb.

Let's consider the word *record*:

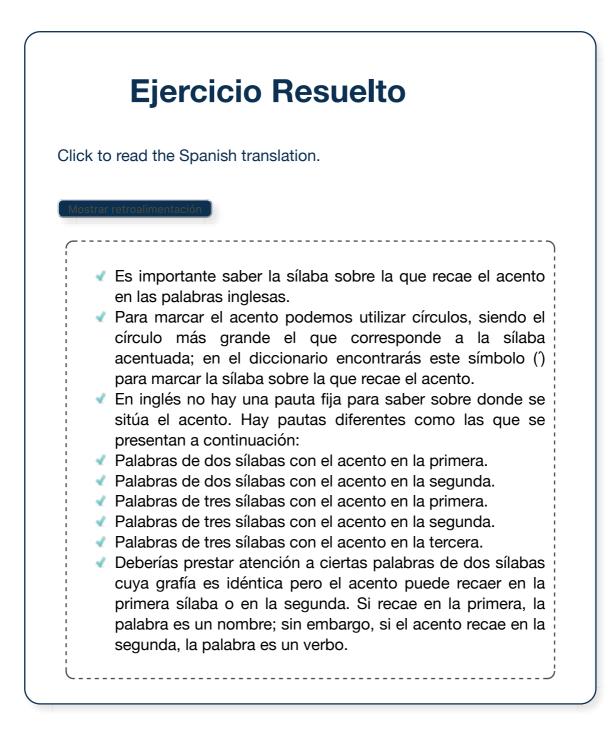
They would like to record (1) a new record (2).

- 1. is a verb, so the stress is on the second syllable: to record oO
- 2. is a noun, so the stress is on the first syllable: record Oo

There are some other words like this:

Conflict Decrease Suspect Import Increase Insult

Transfer Permit Present Progress Protest Transport



2.4.- Now you put it into practice (II).

Autoevaluación

Which pattern do these words follow? Match each word to the correct stress pattern. There are three words for each pattern.

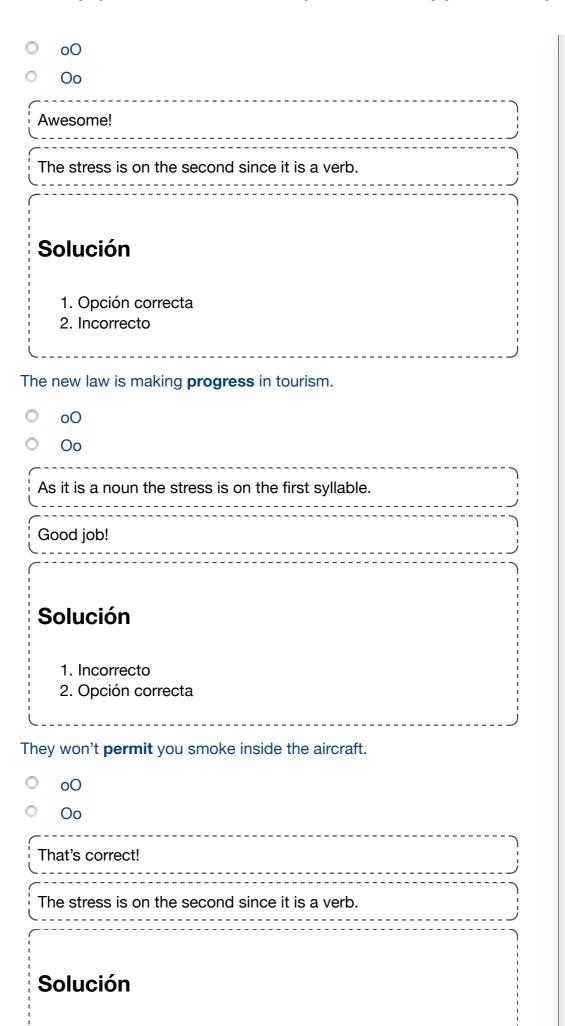


Matching exercise

| Examples | Match | Stress Pattern |
|--------------|------------|----------------|
| Transport | \bigcirc | |
| Arrangements | \square | 1. Oo |
| Passenger | \square | |
| Hotel | \square | |
| Glamorous | \bigcirc | 2. oO |
| Refugee | \bigcirc | |
| Voyage | \bigcirc | |
| Delayed | \bigcirc | 3. Ooo |
| Package | \square | |
| Wonderful | \square | |
| Millionaire | 0 | 4. oOo |
| Announcement | \square | |

| | Examples | Match | Stress Pattern | |
|---|--|----------------------|---|------|
| | Apartment | \square | | |
| | Cigarette | | 5. 000 | |
| | Prefer | | | |
| Enviar | | | | |
| | | | en speaking English, you ttern of each word. | |
| | | | | |
| ŀ | Autoevalu | uacio | n | |
| | | | | |
| Vhich is tl | he correct stress | s pattern | of the following two-sylla | able |
| Vhich is tl vords in bo | | a pattern | of the following two-sylla | able |
| vords in be | | | | able |
| vords in be Our tour gro | old? | | | able |
| vords in bo Our tour gro | old? | | e airport by bus. | able |
| vords in be Our tour gro | old? | e rred to the | e airport by bus. | able |
| vords in be our tour gro oO Oo Great! | old? | erred to the | e airport by bus. | able |
| vords in be our tour gro oO Oo Great! | old? oup will be transfe | erred to the | e airport by bus. | |
| vords in be our tour gro 0 00 0 00 Great! The stres | old? Dup will be transfe | erred to the | e airport by bus. | able |
| vords in be our tour gro oO Oo Great! | old? Dup will be transfe | erred to the | e airport by bus. | able |
| vords in bo our tour gro oO Oo Great! The stres Soluci 1. Opc | old? oup will be transfe s is on the second ón ción correcta | erred to the | e airport by bus. | able |
| vords in bo our tour gro oO Oo Great! The stres Soluci 1. Opc | old? oup will be transfe | erred to the | e airport by bus. | able |
| vords in bo our tour gro 0 00 Great! The stres Soluci 1. Opc 2. Inco | old? Dup will be transfe s is on the second ón ción correcta prrecto | erred to the | e airport by bus. a verb. | |
| vords in bo our tour gro oO Oo Great! The stres Soluci 1. Op 2. Inco | old? Dup will be transfe s is on the second ón ción correcta prrecto | erred to the | e airport by bus. | |
| vords in b Our tour gro 0 00 0 00 Great! The stres Soluci 1. Opc 2. Inco | old? Dup will be transfe s is on the second ón ción correcta prrecto | erred to the | e airport by bus. a verb. | able |

| Amazing! |
|--|
| Solución |
| 1. Incorrecto 2. Opción correcta |
| You should ring the hotel if you need transport . |
| oO Oo |
| As it is a noun the stress is on the first syllable. |
| Brilliant! |
| Solución 1. Incorrecto 2. Opción correcta |
| A shuttle bus is used to transport all the passengers to the resort. |
| oO Oo Very good! |
| The stress is on the second since it is a verb. |
| Solución 1. Opción correcta 2. Incorrecto |
| The number of people who choose ecotourism has decreased significantly. |



| 1. Incorrecto 2. Opción correcta |
|---|
| The plane does not have a permit to carry livestock. |
| O 0O |
| O Oo |
| As it is a noun the stress is on the first syllable. |
| That's right! |
| $\langle $ |
| Solución |
| 1. Incorrecto 2. Opción correcta |
| She has made a formal protest against the company's policies. |
| ○ oO |
| Oo |
| As it is a noun the stress is on the first syllable. |
| |
| Good! |
| |
| Solución |
| 1. Incorrecto |
| 2. Opción correcta |
| I'm afraid there is no record of a booking and the hotel is completely full. |
| 0 oO |
| O 00 |
| As it is a noun the stress is on the first syllable. |
| |

| Fantastic! | |
|---|----|
| | ļ |
| Solución | |
| 1. Incorrecto 2. Opción correcta | |
| j | زز |

You should know

How much have you learnt about word stress? Do the following quiz and let's see how many correct answers you get.

Word stress quiz.

A step ahead

Do you think learning word stress is boring? Play the game **Stress Monster** and you will change your mind.

Word stress game.

3.- Words You Need: Company organisation.

Below you will find a list of words you might need to talk about your company organisation.

Company organisation

| English | Spanish |
|---|---------------------------------|
| Businessman. | Hombre de negocios. |
| Businesswoman. | Mujer de negocios. |
| Businessperson / business person or businesspeople / business people. | Persona o personas de negocios. |
| Entrepreneur. | Empresario o empresaria. |
| Found a company. | Fundar una empresa. |
| Entrepreneurial. | Emprendedor o emprendedora. |
| Headquarters. | Sede central de una empresa. |
| Business empire. | Imperio empresarial. |
| Leadership skills. | Cualidades de líder. |



Autoevaluación Complete the following sentences with words from the table above. I worked for an IT company for some time, by I always felt I was an ______ kind of person. Apple was ______ on April 1, 1976 by Steve Jobs, Steve

| Wozniak, and Ronald Wayne. ✓ I think Sarah has the skills to lead a large | | | |
|--|--|--|--|
| company. | | | |
| I think of the day when I'm in charge of a large business | | | |
| The Smith & Company world sits on 1,400 acres of beautifully kept land. | | | |
| Enviar | | | |
| Great! Now let's move on to the next exercise. | | | |

Think about it

Answer the following questions in the forum:

- Who are your country's most famous entrepreneurs?
- Can you tell us a little about one of them?
- What is he / she famous for?
- Do you think people are born with leadership skills?

You should know

If you want to find out more about the biographies of important business people, check out the following websites:

List of biographies.

Notable business biographies.

3.1.- Managers.

Below you will find a list of words you might need to talk about the management organigram of your organisation.



Management organigram

| English | Spanish | |
|--|--|--|
| Non-executive directors | Directores no ejecutivos o directoras no ejecutivas | |
| Chairman / chairwoman. (<u>BrE</u>). President. (<u>AmE</u>). | Presidente o presidenta. | |
| Chief executive director / managing director. (BrE). Chief executive officer (<u>CEO</u>). (AmE). | Consejero delegado o consejera delegada. | |
| Executive directors | Directores ejecutivos o directoras ejecutivas | |
| Financial director. (BrE). Chief financial oficer. (AmE). | Director financiero o directora financiera. | |
| Marketing director. (BrE). Vice president Marketing. (AmE). | Director o directora de marketing. | |
| Human resources director. (BrE). Vice president Human resources. (AmE). | Director o directora de recursos humanos. | |
| IT director. (BrE). Vice president IT. (AmE). | Director o directora de informática. | |

| English | Spanish | |
|--|---|--|
| Research director. (BrE). Vice president Research. (AmE). | Director o directora de estudios de mercado. | |
| Middle managers | Gerentes intermedios | |
| Accounts department manager. | Jefe o jefa del departamento de contabilidad. | |
| Sales manager. | Jefe o jefa de ventas. | |
| Customer services manager. | Jefe o jefa de atención al cliente. | |

You can also say that the IT director is the **head of IT**, the marketing director is the **head of marketing**.

| Autoevaluación Match each task to the manager in charge of doing it. Matching exercise | | | |
|--|--------|---|--|
| Manager | Match | Task | |
| Research director. | 0 | 1. Deal with customer complaints. | |
| Chief executive director. | 0 | 2. Discuss figures with the sales teams. | |
| Marketing director. | \Box | 3. Contact recruitment website to advertise a vacant position. | |
| Human resources director. | 0 | 4. Meet with research director to discuss new projects for the company. | |
| Sales manager. | 0 | 5. Study new project in detail. | |
| Customer services manager. | | 6. Meet with advertisement agency to design a new advertising campaign. | |

| Enviar | |
|------------|---|
| Well do | one! |
| | |
| | |
| | A step ahead |
| | a conversation between Janet and Tim. Then read the abulary and take the quiz. Good luck! |
| | The Flatmates: the episode. |
| | The Flatmates: language point. |
| | The Flatmates: the episode. |
| | |
| | |
| - | Think about it |
| Discuss in | the forum: |
| Who are | the most important managers in your country? Which |

companies do they manage?

Appendix.- Licenses of Resources.

Licenses of Resources used in session 3. "Working together".

| Resource (1) | Resource information (1) | Resource (2) | Resource information (2) |
|-----------------|---|-----------------|---|
| | By: corydalus. License: <u>CC by-nc-sa</u> . From: http://www.flickr.com /photos/corydalus /107936524/ | A STATE | By: o5com. License: CC by. From: http://www.flickr.com /photos/o5com /5220980008/ |
| | By: Geraint Warlow. License: CC by. From: http://www.flickr.com /photos/gpwarlow /2346918667/ | | By: Vermin Inc. License: CC by-nc-sa. From: http://www.flickr.com /photos/vermininc /2337307518/ |
| | By: neil cummings. License: CC by-sa. From: http://www.flickr.com /photos/chanceprojects /5127895019/ | Timeline M | By: jimmiehomeschoolmom. License: CC by-nc-sa. From: http://www.flickr.com /photos /jimmiehomeschoolmom /5405389269/ |
| | By: Jason-Morrison. License: CC by. From: http://www.flickr.com /photos/jason-morrison /3315598712/ | | By: newrambler. License: CC by-nc-sa. From: http://www.flickr.com /photos/newrambler /353396075/ |
| | By: Jennifer Kumar. License: CC by 2.0. From: http://www.flickr.com /photos/alaivani /5397877813/ | S | By: SCA Svenska Cellulosa Aktiebolaget. License: CC by 2.0. From: http://www.flickr.com /photos/hygienematters /6278964609/ |