

Business Result Intermediate

Student's Book Answer Key

11 | Decisions

Working with words

1

Possible answer

Suma involves everyone in the process from the beginning, whereas ideas at Mitsubishi seem to begin with management and then go to all the employees. With Ford the process is less democratic, with most decision-making taking place at management level only.

2

Audio 45: Ford

Audio 46: Suma

Audio 47: Mitsubishi

4

1 consultation
2 confrontation

3 concession(s)
4 compromise

5 consensus

5

1 hierarchy
2 brainstorm
3 put forward

4 options
5 backing
6 majority

7 in favour of
8 go for
9 carry out

6

Possible phrases

put forward a suggestion / an opinion / an idea / ideas
have an opinion / a say / an idea / ideas
express an opinion
make major decisions / a suggestion
reach a consensus
evaluate ideas / an idea / a suggestion / an opinion
carry out major decisions / a suggestion
avoid confrontation
make up your mind

Phrases in the listening

put forward an idea
have a say
express (their) opinions
make suggestions
reach a consensus

evaluate (the) ideas
carry out (major) decisions
avoid confrontation
make up your mind

Business communication skills

1

1 S (Stefan) 3 P (Patrick) 5 S (Stefan) 7 I (Ilse)
2 I (Ilse) 4 S (Stefan) 6 P (Patrick)

2

1 a, e 2 b, k, l 3 j 4 c, d, f 5 g, h 6 i

Practically speaking

1

1 come on 3 the thing is
2 let's face it 4 to be honest

2

a 3 b 1 c 4 d 2

Language at work

1

Possible answer

Jeff will probably advise them not to move because they should be aiming to maintain their current customer base.

2

1 had 2 don't keep 3 will

3

1 c 2 a 3 b

4

1 if not = unless 2 just imagine = What if

5

1 win / 'll go 5 will you do / retire
2 listened to / would avoid 6 will you do / offer
3 'd understand / explained 7 would you react / relocated
4 cooperated / 'd make