

Business Result Upper-intermediate

Student's Book Answer Key

7 | Making decisions

Working with words

1

1 judger

2 thinker

3 extrovert

4 intuitive

2

2 methodical

6 flexible

10 conventional

14 focused

3 indecisive

7 outgoing

11 rational

15 impulsive

4 determined

8 thoughtful

12 tactful

16 pragmatic

5 instinctive

9 creative

13 self-contained

4

Extroverts - good with people / prefer to do lots of things at once

Introverts - prefer to focus on one thing at a time and be behind the scenes

Sensors - good at understanding details and remembering facts and specifics

Intuitives - like to focus on the big picture and future possibilities / prefer to learn new skills

Thinkers - prefer to remain detached

Feelers - good at complimenting

Judgers - like to complete projects

Perceivers - like to be flexible and keep options open / like to start projects / prefer to play now and work later

6

Speaker 1: Introvert

Speaker 2: Intuitive

Speaker 3: Thinker

Speaker 4: Judger

7

weigh up information

consider all the options

delay my decision

have confidence in (my) own judgment

rely on feelings

get different perspectives

trust my instincts

decide between two things

Business communication skills

1

Points 2, 3 and 5 are discussed.

2

- 1 if we look at the facts, we'll see that
- 2 Look at, here in black and white
- 3 thing is
- 4 A classic example is

- 5 what you're getting at
- 6 not convinced
- 7 far as I'm concerned
- 8 is right, I think it would be crazy to

3

- a 1, 2, 3, 4
- b 7, 8 (second phrase)

- c 6, 8 (first phrase)
- d 5

4

- 1 Today, I'd like to establish ...
- 2 Jens, could you start us off, please? / Hang on, let's hear what Jens has to say about ...
- 3 What's your position on this?
- 4 Can we move on to ...? / Let's turn to the next item ...
- 5 I don't want to spend too long on this point.
- 6 Let's draw up some action points on what we've discussed so far.

Practically speaking

1

- a 4
- b 1
- c 5
- d 2
- e 3

2

- 1 What've you got on ...? /What are you up to ...? /Are you taking any time off ...? /What are you doing ...? / Anything nice planned for...?
- 2 Well, I'm supposed to be ... /We'll probably ... / It depends on ... / We're off to ... / Nothing special.
- 3 Poor you. / Sounds good. / I see. / Lucky you!

Language at work

1

- 1 project, point
- 2 expenses, savings
- 3 waste, overtime

2

C: product, colleague, suggestion, fact, journey, proposal, document

U: news, information, travel, accommodation (note that in American English you can have *accommodations* as a plural noun), software, correspondence, money, equipment, insurance, advice

C/U: expenditure (= general spending and can also refer to different areas of spending), paper (= paper in general and 'a paper' given in an academic situation), business (= the whole area of business and individual businesses), experience (= people's experience and different experiences in our lives), time (= time in general and 'remembering times in our lives', for example)

3

first box: colleague, expenditure, paper, suggestion, business, experience, time, fact, journey, proposal, document

second box: products, colleagues, expenditures, papers, suggestions, businesses, experiences, times, journeys, proposals, documents,

third box: expenditure, paper, information, business, travel, experience, time, accommodation, software, correspondence, equipment, insurance, advice

4

| | | | |
|------------|------------|----------|------------|
| 1 very few | 3 too much | 5 any | 7 too many |
| 2 fewer | 4 some | 6 enough | 8 a |

Case study

Discussion 1, 2, 3, 4

Possible responses

- 1** **strengths:** the product is environmentally-friendly, it has a space-saving design, it's been sold to eight major organizations, many more orders have been received
weaknesses: the company can't meet demand - no stock, no money to invest in mass production, production is slow, profit margins are low, cannot cover its overheads, has a cash-flow crisis
- 2** The Cyclepod is very secure. It allows users to lock the bicycle wheels as well as the frame and the vertical position means bicycles are visible to CCTV.
- 3** The product will appeal to anyone who is environmentally-conscious. Companies will buy this for staff to store their bicycles and therefore it will encourage staff to cycle to work. It might also appeal to universities where many students use bicycles. The product will also appeal to companies who need to be space-efficient.