

Business Result Upper-intermediate

Student's Book Answer Key

9 | Employees

Working with words

1

1

	Tyler	Fabia	Karl
a	worked on the production line at an automobile factory / now an IT consultant	worked for multinational insurance company / set up own recruitment agency	was production manager for Ericsson / now a hospital administrator for a charity
b	made redundant	not much opportunity for advancement, not valued by management	restless, needed a new challenge and change of direction and didn't like the corporate culture or rules and red tape
c	went on courses to retrain	opted for self-employment	came across the charity which was looking for an administrator
d	relocation, unemployment or early retirement	make a sideways move within the company	apply for a temporary secondment in the UK

2 Possible answers

Tyler: You are never too old to learn new skills.

Fabia: People don't only work for money. What job we choose is affected by personal reasons or the desire for more personal and professional growth.

Karl: You can transfer many skills to a totally different job. Sometimes it's worth having a lower salary in return for improved quality of life.

2

- 1 Taking early retirement is voluntary. Being made redundant is not.
- 2 Temporary secondment is a short-term transfer to another position, department or organization. Relocation is more permanent and is the transfer of a home or business to another place, town, etc.
- 3 Being laid off is the action of the company to employees (because there isn't enough work). Unemployment (having no job to go to) is the result.
- 4 A sideways move means the person may be in a different part of the company or have a different job but there is no progress or development. A change of direction will bring new opportunities.
- 5 Transferable skills are already existing and can be used in another job. Updating your skills means learning new skills.
- 6 The 'glass ceiling' refers to the limit in a company you can reach in terms of advancement. In other words you can see higher positions above you but you will never be able to move into these for reasons such as gender. Opportunity for advancement means you have a chance to move up the company.
- 7 Corporate culture refers to the beliefs of the company or the way things are done at the company. These things are not necessarily formally written. Rules and red tape are formal and may be demanded by government law.
- 8 Training is a formal situation where a 'trainer' works with employees. Personal development refers to broader ways of learning and developing, for example being assigned new responsibilities, reading a trade journal or attending a conference will all help the employee 'develop'.

4

- 1 **Possible answer:** Ian's main message is that high staff turnover is expensive and your workforce is your most important resource.
- 2 They invest in internal development programmes, redeploy or promote staff into vacancies where possible (offer job mobility) and celebrate success.

5

- | | | |
|---------------|------------------|----------------------|
| 2 key vacancy | 6 job mobility | 10 staff development |
| 3 invest in | 7 promote | 11 get on |
| 4 resourcing | 8 redeploy | 12 ability |
| 5 appoint | 9 staff turnover | |

Business communication skills

1

- 1 Johanna
 - 2 Dermot
 - 3 Johanna
- They agree on Dermot's proposal (2).

2

- 1 c 2 b 3 a 4 f 5 e 6 g 7 d

3

- Three people to be transferred ...
- Brett can't be expected to do the trainees' work.
- Timo won't join the new team (Sabrina will go instead).

Deadline from HR = before Friday

Students might also decide to add the following to the notes.

- Lena and Marlon will also go from Johanna's team.
- Jamie and Pascale will also go from Dermot's team.

4

- | | |
|----------------------------------|---------------------------|
| 1 just summarize | 5 Unless we get, won't be |
| 2 could offer, I'd expect | 6 a quick recap |
| 3 guaranteed, 'd let you have | 7 can live with |
| 4 'll be happy for, provided you | |

Practically speaking

1

The first speaker wants the other person to

- 1 answer a survey
- 2 help with a computer
- 3 check an email
- 4 help with the photocopier
- 5 look at some figures
- 6 help with the holiday roster.

Speaker 2 agrees to help in 1, 4, 5, 6 (though not immediately).

2

- 1 Yeah, sure.
- 2 Sorry, I'm a bit busy right now. (Oh, well, never mind.)
- 3 Sorry, I'm just on my way to a client's. (OK, it's not that urgent.)
- 4 Give me two minutes and I'll be right with you.
- 5 Certainly. Take a seat.
- 6 Sorry, no time! ... I'll look at it later. (OK.)

3

Suggested answers

M: 3, 4, 5

L: 1, 2, 6

Language at work

1

- 1 real possibility - a, c less realistic / imaginary - b, d
- 2 a and c = first conditional b and d = second conditional
- 3 first conditional = *If* + present simple, *will* + verb second conditional = *If* + past simple, *would* + verb
- 4 The use of *might* and *could* adds lack of certainty or possibility to the meaning.

3

- 1 Unless 2 provided 3 Supposing 4 in case

4

Possible answers

- 1 you pay in cash.
- 2 (unless) you pay extra / (in case) there's a delay.
- 3 would you be interested then?
- 4 (Unless ...) you won't be eligible for the special offer / (Provided that ...) we can give you a lower price.
- 5 (in case) you have any problems / (as long as) you use this number.
- 6 would you be able to do mine next month?

Case study

Discussion

1, 2, 3

Possible responses

- 1 **advantages:** to develop valued staff, to gain know-how, to provide a good incentive
disadvantages: reverse culture shock, potentially lose good staff to overseas companies, need to offer expensive incentives on return
- 2 money and finance, education, infrastructure, less opportunities, overall standard of living