

*we put faith in the future*

**amideast**  
**أمديست**

Prepared by: Mr. Hossam Shokry

# *Networking*

**04**

People skills:  
Networking

p26

Making conversation with new people

**Roleplay** Networking

Talking about other people

**Listening**

Conversations with new people

# *Speaking*

Have you experienced any of these problems at work? How did you deal with them?  
What else can cause communication problems at work?



*Gossip*

: conversation or reports about other people's private lives.

*Barrier*

: is a problem that stops two people or groups from agreeing, communicating, or working with each other.



- a Which of these issues do you think is the most significant cause of communication breakdowns in the workplace?

### 1. COMMUNICATION BARRIERS

Lots of different things can cause communication barriers in the office: differences in background, experience, language and culture can all make it harder to communicate with your colleagues. The key is to find something you have in common. Then you can use that to relate to your colleagues and understand what they are talking about.

### 2. WORK VS PERSONAL COMMUNICATIONS

It's nice to have friends at work, but it can be dangerous to make your personal life part of your communication at work. You should avoid personal emails as much as possible; these can lead to office gossip and decreased morale. Try to stay professional at all times.

### 3. COMMUNICATION RULES

Relying on verbal communication can make it very hard to keep track of what you have discussed or agreed with colleagues or clients. A common policy or set of rules for company communication will help to avoid misunderstandings and disputes. For example, following up phone calls and meetings with an email gives you a useful written record of what was discussed.

### 4. PERSONAL ATTITUDES

It's important not to let a negative attitude interfere with how you communicate with your colleagues. Even if you dislike someone you are working with, try to maintain a positive attitude in your communication with them. Not everyone can be happy at work all of the time. But don't let a bad mood or lack of motivation affect the rest of your team.

# Listening

**DATE:** Wednesday 14 May

**CALL INITIATED BY:** Client


**CALL HANDLER:** Barry White

**CLIENT:** AMC Elevator

**ADDRESS:** (a) 54 Eisenhower Lane North, Lombard

**CONTACT:** Mr Schmidt

**POSITION:** Head of (b) \_\_\_\_\_

**TEL:** (c) \_\_\_\_\_  16 ??????? 16.wma

**EMAIL:** schmidt@amcelelevator.com

**NATURE OF BUSINESS:** Elevator manufacturer

**PURPOSE OF CALL:** Wants estimate for printing a (d) \_\_\_\_\_ of (e) \_\_\_\_\_ pages. Copies: (f) \_\_\_\_\_  
Estimates also for (g) \_\_\_\_\_ and (h) \_\_\_\_\_ copies.  
Size: (i) \_\_\_\_\_ in black and white. Cover in colour.  
Will supply material on memory stick.

**COMMENTS:** They are updating all their manuals, so could give us more work if the price is right.

**ACTION REQUIRED:** Visit client with (j) \_\_\_\_\_

**BY WHOM:** B. White

**DATE AND TIME:** (k) \_\_\_\_\_ May at 10 am.

## Practice 1

Reorganize the words to make polite questions or statements.

a tell if got my me could you she message

b know be back will do when he you

c do long know takes you how it

d remember the what bus time can leaves you

e this know do what word you means

f know think he wants what you to do

g idea the is time I've no what

---

---

---

---

---

---

---





## Practice 2

Reorganize the words to make correct sentences.

**a** abroad times I a year travel four

\_\_\_\_\_

**b** a on department meeting we always have  
Monday morning

\_\_\_\_\_

**c** often he to Germany doesn't go

\_\_\_\_\_

**d** manager the department usually leaves on  
Friday early

\_\_\_\_\_

**e** I use the car never can't because drive I

\_\_\_\_\_

**f** has the office canteen she always lunch in

\_\_\_\_\_

**g** often they for work aren't late

\_\_\_\_\_

**h** always Microsoft® is the news in

\_\_\_\_\_

**i** my every I change mobile year

\_\_\_\_\_

**j** ever do you have parties office?

\_\_\_\_\_

**k** often to how gym you the do go?

\_\_\_\_\_

**l** you your do use much laptop?

\_\_\_\_\_





# Break time

30 minutes





# Reading

Good afternoon Vanessa,

I am writing to confirm what we discussed in our meeting this morning about the website. The section where people can upload their CVs and complete an application form is missing. We agreed that as you have responsibility for the site, you will speak to Eric to resolve the problem. As you have a meeting with Eric this afternoon you will discuss the situation then and clarify who is responsible for design and programming. You will then let me know when the application form is available. Please let me know if I have misunderstood anything.

Best wishes,  
Serena

- 1- Give this passage a suitable title.*
- 2- What's the problem ?*
- 3- Who sent the message? To whom?*
- 3- Is this mail to solve or to show the problem? How?*
- 4- Is this reading passage formal or informal ?*
- 5- Is this message in 1, 2 or 3 paragraphs?*

# Confirmation mail

*Dear (name),*

- *I'm writing this mail/message to confirm...*
- *Confirmation emails have a single purpose, so there's no need to go into details.*
- *We agreed that ....*
- *Please let me know if ...*
- *If you have any questions or need to*
  - *Best wishes,*
  - *(your name)*



## *Practice*

**2** Lenz Furniture Designs is a bespoke furniture company, specializing in luxury, handmade products. They have just launched a new website but Serena Ortega, the HR Director at Lenz Furniture Designs, has noticed a problem with the site that affects her work. Watch video A1 and answer the questions.



# Speaking

## **pass the buck**

to make someone else deal with something that you should take responsibility for

... Do you have any experience of people 'passing the buck'? How did you deal with it?



Bank Misr

