

1.2

Making contacts

VOCABULARY

Job responsibilities

1 Tell your partner about your job. Use these expressions and choose the correct preposition.

I work *of / for / about* ...

I'm responsible *for / of / about* ...

I usually report *up / at / to* ...

I specialise *about / in / for* ...

I'm involved *in / of / for* ...

I deal *for / with / of* ...

I'm in charge *for / of / to* ...

2 Think of one person you see and speak to in connection with your work ...

- at least once a day _____
- once every six months _____

Tell your partner about these two people. Explain the connection and what they do.

3 Why is making contacts, or 'networking,' an important part of many jobs? Is that true for you?

4 Read and complete the article on effective networking. Choose the best word (A, B, C or D) to fill the gaps 1–10.

READING

How to be an effective networker

There are different communication skills we (1)_____ learn such as presenting, negotiating and interviewing. But the skill of networking is a bit harder to define and – in many ways – harder to develop.

For many people, networking is something that extroverts are good (2)_____. Sales people, for example, who attend conferences and trade fairs, have to be able to start a conversation with someone they have never met before and (3)_____ a network of contacts. However, effective networking is something that everyone can benefit from. Even if you never leave the office or factory, you can meet colleagues at the coffee machine and (4)_____ a chat with people from other departments.

So what exactly is networking? And how do you learn to be an effective networker?

There are two aspects of networking. One is about how you (5)_____ to other people: for instance, whether you are dressed appropriately for the situation and is your body language open or closed. A firm handshake with a smiling face can make all

the difference between starting the conversation positively or making the other person want to (6)_____ on.

The other aspect is linguistic and you can use language in different ways. For example, try to answer a question with long sentences rather than in single-word answers. When someone asks you, 'What do you do for a living?', don't just say 'I work (7)_____ an office,' because that leaves the other person with little to respond to. Instead, describe what you do with a sentence like, 'I'm responsible (8)_____ the day-to-day running of our IT systems and I liaise with all our teams in over 20 locations.' Now the other person can ask you all sorts of follow-up questions about what you do, and so you can start a proper conversation.

How you ask questions is also important for networking. (9)_____ excessive use of questions which require only a 'yes' or 'no' answer and try to ask open-ended questions. A question like 'Do you like your job?' isn't as effective as 'What do you like about your job?' because it doesn't automatically generate a long answer. If you do use a yes/no question, quickly follow it up with an open-ended question. For example, it could go like this: 'Do you work here? What are you in charge (10)_____?'



- | | | | |
|------------|---------|-----------|----------|
| 1 A have | B do | C can | D are |
| 2 A of | B for | C in | D at |
| 3 A build | B do | C take | D run |
| 4 A get | B talk | C have | D make |
| 5 A appear | B speak | C look at | D manage |
| 6 A look | B move | C go | D get |
| 7 A to | B in | C on | D for |
| 8 A for | B to | C of | D on |
| 9 A Don't | B Try | C Avoid | D Ask |
| 10 A for | B to | C of | D on |

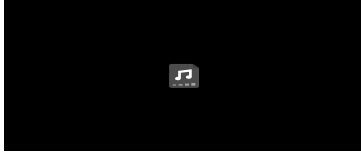
5 Work in pairs and answers these questions about the information in the article.

- 1 Who needs networking skills?
- 2 What are the aspects of networking?
- 3 What kind of language do effective networkers use?

LISTENING

1.2 听力音频链接

https://j.ei see.com/static/sound/sound20240514_1715659298.mp3



Starting a conversation

6 1.2 Listen to four people starting conversations. In each conversation decide where the speakers are making contact.

Conversation 1: _____

A At a conference

Conversation 2: _____

B Over dinner

Conversation 3: _____

C In someone's office

Conversation 4: _____

D On a training course

7 Match the expressions on the left to the responses on the right.

- | | |
|---|--|
| 0 I'd like to introduce you to Marek. | A Yes, it is. And you? |
| 1 Nice to meet you at last. | B Hello, Marek. How do you do? |
| 2 Do you two know each other already? | C Thanks. |
| 3 Would you like a coffee? | D Pleased to meet you too. |
| 4 So have you enjoyed this morning? | E Sure. |
| 5 Is this your first time at one of these events? | F Two. Twins. |
| 6 May I join you? | G Yes, most of my life. |
| 7 You're a colleague of Martin Obach, aren't you? | H Yes. Is that something you might be interested in ...? |
| 8 How do you know him? | I Well, we've spoken on the phone a few times. |
| 9 How many children do you have? | J Yes, it was very interesting. |
| 10 Have you always lived in Lille? | K That's right. He works in our Barcelona office. |
| 11 I know your company is looking for a partner on this Thai project. | L We were both at Elcotil together. |

8 1.2 Listen and check your answers.

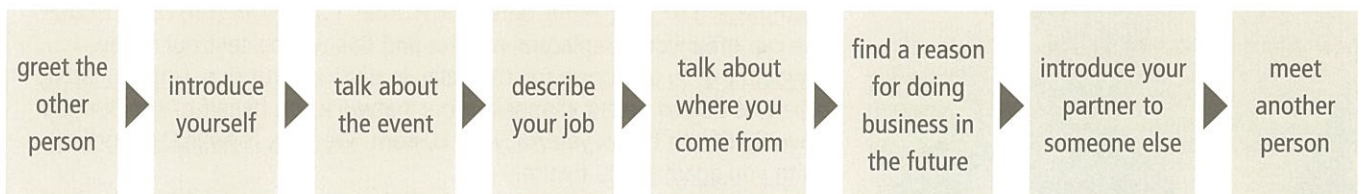
9 Work in pairs. One student says expressions 0–11. The other student closes this book and gives an appropriate response.

10 In conversation 4, the two people start discussing personal topics such as where they live and their family. Would you discuss these topics in your country with business colleagues? What do you think are good topics for networking? Make a list of topics with your partner.

SPEAKING

Developing a conversation

11 Work as a class or in large groups. You are at a networking event so stand up and walk around. Meet one person and have the conversation below. At the end, move on to a new person.



Business correspondence

Read the correspondence on Evelyn's desk and answer these questions.

- 1 Is it all related to her work?
- 2 Which is formal? What is it about the content and language which tells you this?
- 3 Which is 'internal communication'? Did anyone else receive it?
- 4 How is the memo different to the letter and the email? Think about the following:
 - the layout
 - the beginning and the end
 - the paragraphs
- 5 Find abbreviations which mean the following:
 - telephone number
 - as soon as possible
 - at
 - Subject (or) With reference to

To: All Staff
From: Ray Bonner
Date: 24th June
Subject: Trial of flexitime system

Further to our previous meeting, we are pleased to be able to confirm that the new flexitime system will come into operation as from 1st August. The system applies to all administrative and office staff. May I remind you that any production staff on the current shift system remain unaffected by these changes.

From: evelyn@larbonner.com

Hi Rona

How are you? I got a note to say you called. Great news that you passed your final exam! I'm sorry that I didn't get back to you but it's been crazy here. The network was down for three days so all our customers were receiving the wrong orders! Anyway, how about meeting for lunch this week? If you can't make it, don't forget the party this weekend. Do you want me to pick you up at 8?

See you soon.

Eve

Dear Mr Hynes

RE: Replacement of item 00-A104

With regard to your letter dated 12th June, I am writing to confirm that we can offer you a replacement item and this will be sent out today.

I would like to apologise for the delay in dealing with this. Unfortunately, this was due to recent changes to our network. On behalf of Lar Bonner I would like to thank you for your custom. We look forward to working with you again in the future.

Yours sincerely

Evelyn Boer

Customer Services
 Tel. 0207 865 849

Lar Bonner

Eve - Can you call someone called Rona back asap? She passed!

Exam Success

In Part One of the Writing Test you are required to write a note, message, memo or email of around 40–50 words. You will need to use some of the phrases from this table.

2 Complete this table of phrases for writing emails, letters, notes and memos with the underlined words in Evelyn's correspondence.

	More formal	Less formal
Opening salutation	Dear ...	Hi ...
Give reason for writing	(1) _____	Just a quick note to say ...
Refer to previous contact	(2) _____ _____ (3) _____ _____	Thanks for your email ... It was good to see you last week ...
Make a suggestion	I would like to suggest that ...	(4) _____ What about ...
Apologise	(5) _____ _____ We apologise for any inconvenience caused by ...	I'm afraid that ... (6) _____
Give good news	We are delighted to ... (7) _____	Great news!
Give bad news	(8) _____ We regret to tell you that ...	The bad news is ...
Request	I would be grateful if you could ...	(9) _____
Offer help	If you have any further queries / problems, please do not hesitate to contact me ...	(10) _____ _____
Remind	(11) _____	(12) _____
Refer to future contact	(13) _____ _____ _____ I look forward to meeting you again soon.	(14) _____
Closing salutation	Yours faithfully (when the letter begins <i>Dear Sir/ Madam</i>) (15) _____ (when the letter begins <i>Dear Mr / Ms / Mrs</i>)	Best regards / wishes All the best

3 You are a manager at Lar Bonner. After a meeting with staff, the company has agreed to extend parental leave for fathers from two weeks to three weeks. Write a memo to all staff.

- Refer to the previous meeting.
- Say when the new system will begin (25th September).
- Remind staff that their managers need one month's notice.