

## Vocabulary Digital communication

1 Choose the correct option in italics.



### Checklist for dealing with emails at work

- Try not to <sup>1</sup> *receive / check* your email too often.
- <sup>2</sup> *Catch up on / Delete* all your emails once or twice a day.
- When you have lots of emails, prioritise. <sup>3</sup> *Reply / Manage* to the most urgent first.
- When you send a(n) <sup>4</sup> *internal / social* email, always use professional language.
- Be the <sup>5</sup> *master / servant* of your inbox! Keep control by deleting unimportant emails so that you don't <sup>6</sup> *manage / overload* it.

2 Complete the conversation using suitable words from Exercise 1.

S: How's the project coming along, Tomas?

T: Not too bad, thanks, Sophie, but I'm so busy. The problem is that people <sup>1</sup> \_\_\_\_\_ me with messages and emails.

S: Is that because of the project?

T: Not really. A lot of them are <sup>2</sup> \_\_\_\_\_ emails where colleagues have copied me in and they didn't have to. Very few of them are important.

S: When do you deal with them?

T: I always <sup>3</sup> \_\_\_\_\_ them first thing in the morning, and delete a lot. Later in the morning, I <sup>4</sup> \_\_\_\_\_ on them properly and <sup>5</sup> \_\_\_\_\_ to the important ones.

S: It sounds to me like you are organised, Tomas. You have <sup>6</sup> \_\_\_\_\_ the skill of dealing with emails anyway.

T: That's probably because I have to read so many!

3 Complete the sentences using the words in the box.

choice   concentrate   encourage engaged   improve   productive
--------------------------------------------------------------------

1 My company is keen to try anything which will \_\_\_\_\_ communication.

2 When making a presentation, remember the audience will only stay \_\_\_\_\_ for a short time.

3 It's good to provide a(n) \_\_\_\_\_ of dates when trying to set up a meeting.

4 When I am talking to a colleague, I try to \_\_\_\_\_ on listening actively.

5 I've had a very \_\_\_\_\_ morning and read all my urgent emails.

6 We \_\_\_\_\_ all employees to delete unread emails on a weekly basis.

## Grammar First and second conditional

## 1 Complete the conversation using the missing phrases.

- a if the staff don't see the benefits
- b if we all keep documents there
- c it won't work
- d if there are fewer walls
- e people will communicate better

**A:** I hear your offices are being redesigned. How do you feel about it?

**B:** I'm not sure. The management think it will improve communication.

**A:** Really? What's their thinking?

**B:** If there are soft areas for chatting, <sup>1</sup> \_\_\_\_\_.

**A:** Oh, I see. What about the open plan offices?

**B:** They think that <sup>2</sup> \_\_\_\_\_, people will talk more.

**A:** And are there any other changes?

**B:** Yes. There is a new platform for sharing information internally. Everything will be much more efficient <sup>3</sup> \_\_\_\_\_. I think it's a good idea. But <sup>4</sup> \_\_\_\_\_ if certain people refuse to use it.

**A:** And do you think that will happen?

**B:** Well ... it's like all changes - <sup>5</sup> \_\_\_\_\_, they won't use it. If they do, ...

## 2 Match 1-6 with a-f to complete the sentences.

- |                                        |                                                        |
|----------------------------------------|--------------------------------------------------------|
| 1 If we didn't have so many deadlines, | a I think we'd get more business.                      |
| 2 Would the team understand more       | b everything would take much more time.                |
| 3 If we used social media more,        | c they would get the information immediately.          |
| 4 You would make a lot of contacts     | d if the project leader explained things more clearly? |
| 5 If you sent it by email with a link, | e if you went to some conferences.                     |
| 6 If the technology didn't exist,      | f I wouldn't be so stressed.                           |

## 3 Complete the sentences with the words in the box.

didn't doesn't don't might will won't wouldn't

- 1 I \_\_\_\_\_ call a couple of customers if I have time this afternoon.
- 2 If I were you, I \_\_\_\_\_ spend so much time catching up on emails.
- 3 If she \_\_\_\_\_ spend so much time on the phone, she could finish earlier.
- 4 If we don't finish this report on time, I \_\_\_\_\_ go to the meeting.
- 5 I think we \_\_\_\_\_ be more efficient if we worked from home one day per week.
- 6 He won't meet our Dutch customers if he \_\_\_\_\_ attend the webinar.
- 7 If I \_\_\_\_\_ see you this afternoon, I'll definitely see you tomorrow.