

Vocabulary Digital communication

1 Choose the correct option in italics.



Checklist for dealing with emails at work

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

S: Is that because of the project?

T: Not really. A lot of them are ² _____ 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 ³ _____ them first thing in the morning, and delete a lot. Later in the morning, I ⁴ _____ on them properly and ⁵ _____ to the important ones.

S: It sounds to me like you are organised, Tomas. You have ⁶ _____ 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
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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, ¹ _____.

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

B: They think that ² _____, 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 ³ _____. I think it's a good idea. But ⁴ _____ if certain people refuse to use it.

A: And do you think that will happen?

B: Well ... it's like all changes - ⁵ _____, they won't use it. If they do, ...

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

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| 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.