

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.