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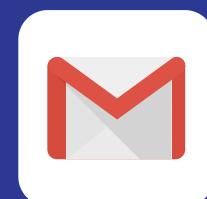
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PRESENT PERFECT CONTINUOUS



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The present perfect continuous tense (also known as the present perfect progressive tense) shows that something started in the past and is continuing at the present time.

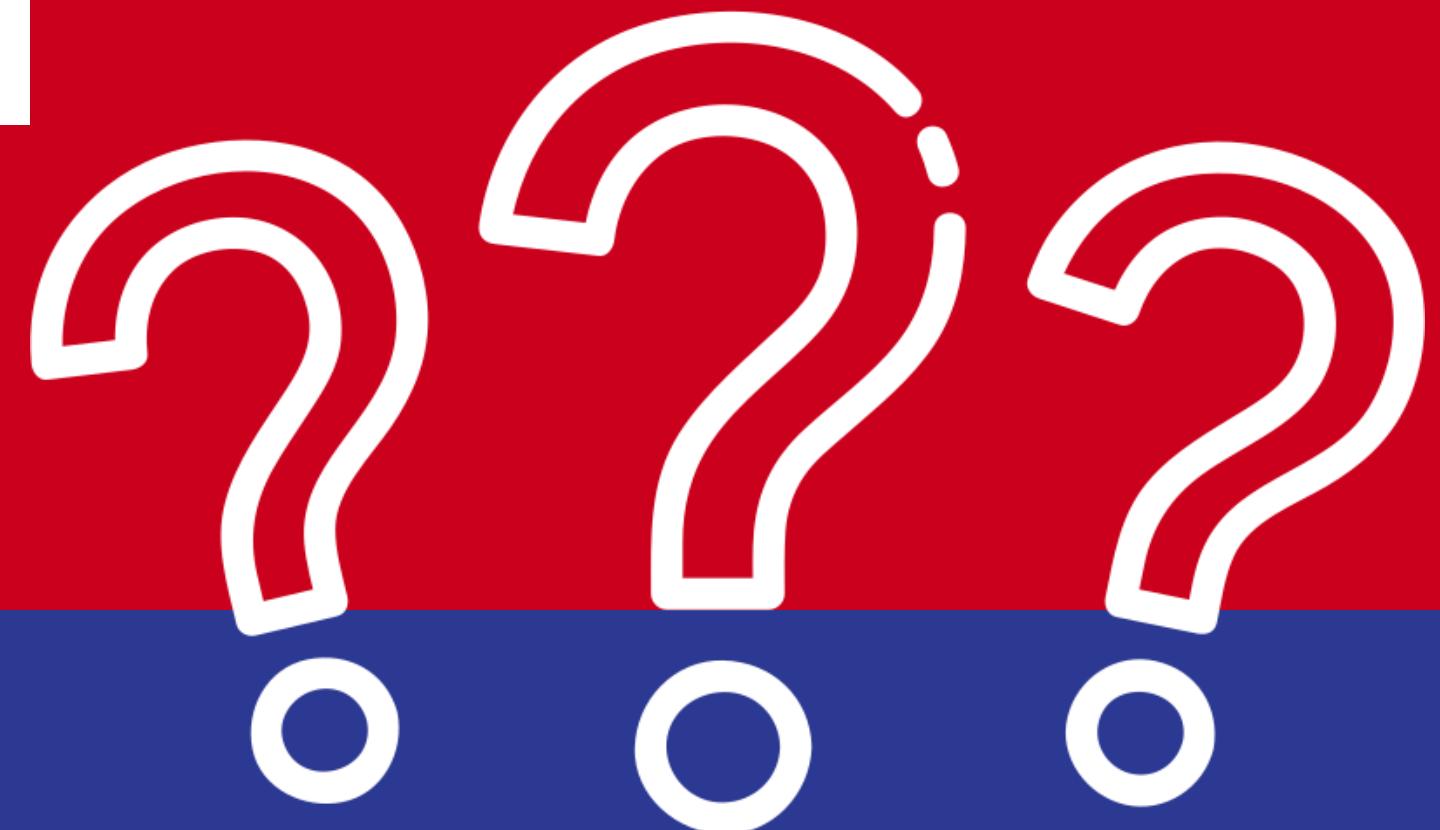
The present perfect continuous is formed using the construction has/have been + the present participle (root + -ing).



How do we use the present continuous tense?



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1

Unfinished actions



To say how long for unfinished actions which started in the past and continue to the present.

We often use this with 'for' and 'since'



I've been living in London for two years.



She's been working here since 2004.



We've been waiting for the bus for hours.



2

For temporary habits or
situations.



The action started in the past and continues to the present in the same way as with use number 1, but we don't answer the questions about 'how long' so clearly. Instead, we use a word like 'recently'.



I've been going to the gym a lot recently.



They've been living with his mother while they look for a house.



I've been reading a lot recently.



3

Finished actions



Actions which have recently stopped (though the whole action can be unfinished) and have a result, which we can often see, hear, or feel, in the present.

We don't use a time word here.



I'm so tired, I've been studying.



I've been running, so I'm really hot.



It's been raining so the pavement is wet.



The present perfect simple has a very similar use, which focuses on the result of the action, whereas the present perfect continuous focuses on the action itself.



**Can you find the actions
in these examples?**



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**I have been writing articles on different
topics since morning.**



**I have been listening to melodious songs
for an hour.**



**He has been traveling around the world
for a month.**



I have been watching the concert for an hour.



The lyricist has been writing realistic songs since the beginning of his career.



Forming the present perfect continuous



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The present perfect continuous is made up of two elements: the present perfect of the verb 'to be' (have/has been), and the present participle of the main verb (base+ing)



Subject- She

+has/have been

+base+ing

**"She has been
swimming."**



PRESENT PERFECT CONTINUOUS Tense

Singular	I		(I've)	reading speaking crying eating cooking telling sleeping skiing
	you	have	(you've)	
	he		(he's)	
	she	has	(she's)	
Plural	it		(it's)	been
	you		(you've)	
	we	have	(we've)	
	they		(they've)	

subject + have/has + been + verb-ing





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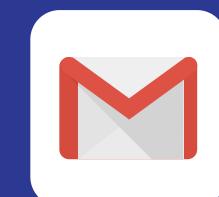
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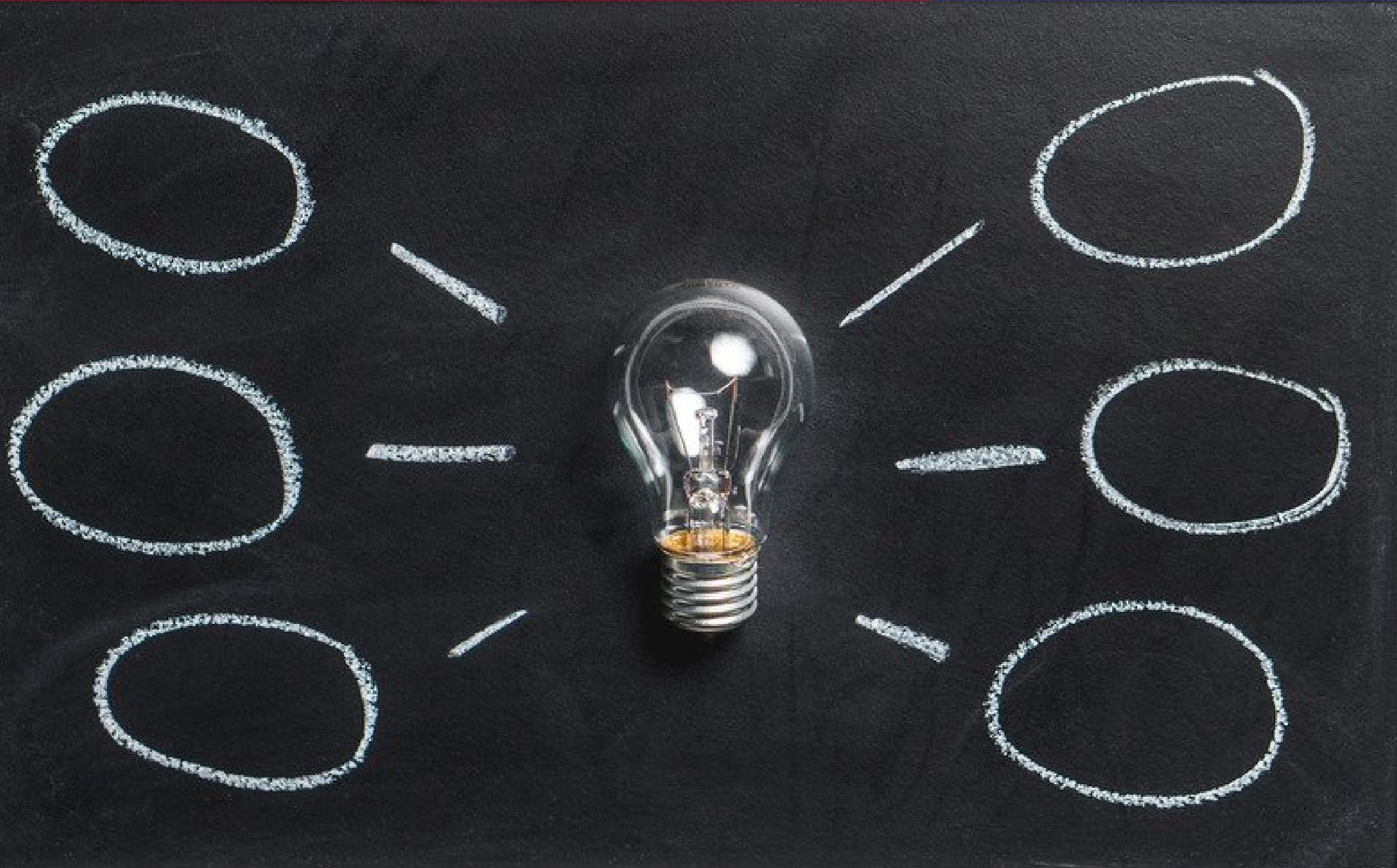
**Identifying Problems/
Coming up with
Solutions**

**Identifying your
problem in simple
terms might sound
like these examples:**



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The process takes too long.



Customers are complaining about errors in our reports.



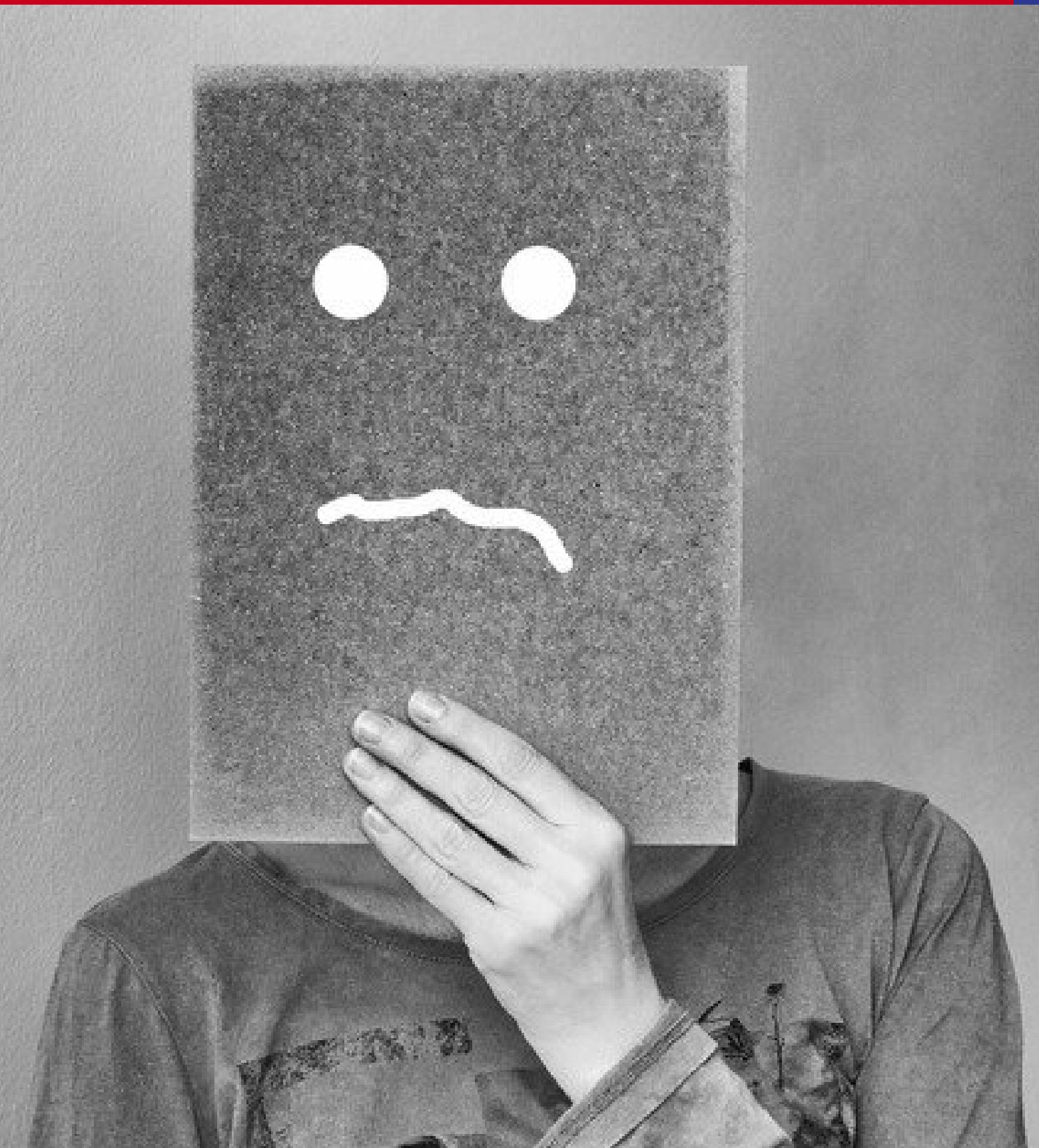
Too many workers are getting hurt.



The cost for this service is too high.



Customers are dissatisfied with our service.



**Questions to
answer**



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What is the concern?



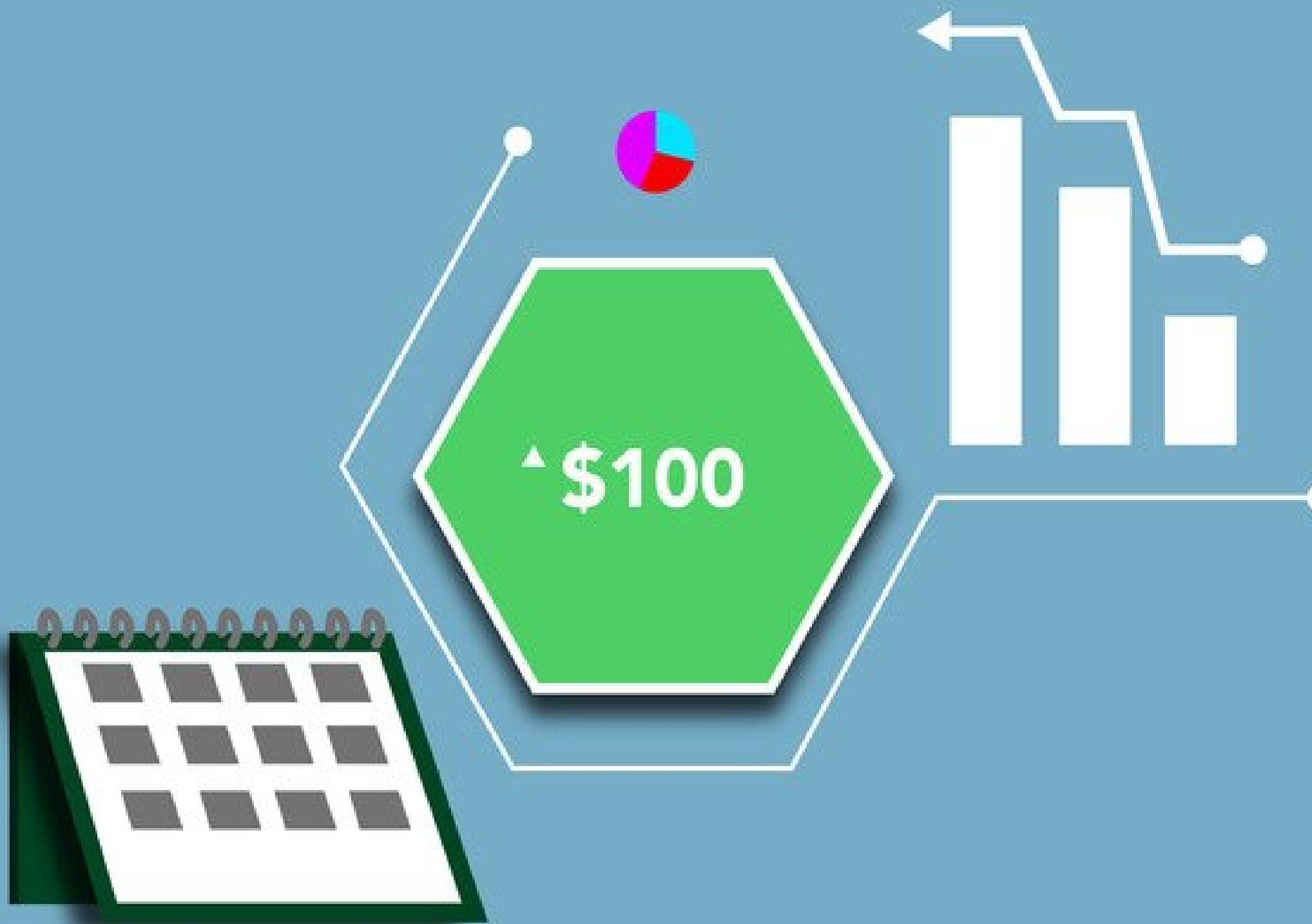
Why is it a problem?



What benefits will our team or our agency experience if we solve this problem?



- **What benefits will other agencies experience if we solve this problem?**



The problem solving process



1

Define the problem



**Diagnose the situation so that your focus
is on the problem, not just its symptoms.**



2

Generate alternative solutions



**Considering multiple alternatives can
significantly enhance the value of your
ideal solution.**



3

Evaluate and select an alternative



Skilled problem solvers use a series of considerations when selecting the best alternative.



4

**Implement and follow
up on the solution**



**Leaders may be called upon to direct
others to implement the solution, "sell" the
solution.**

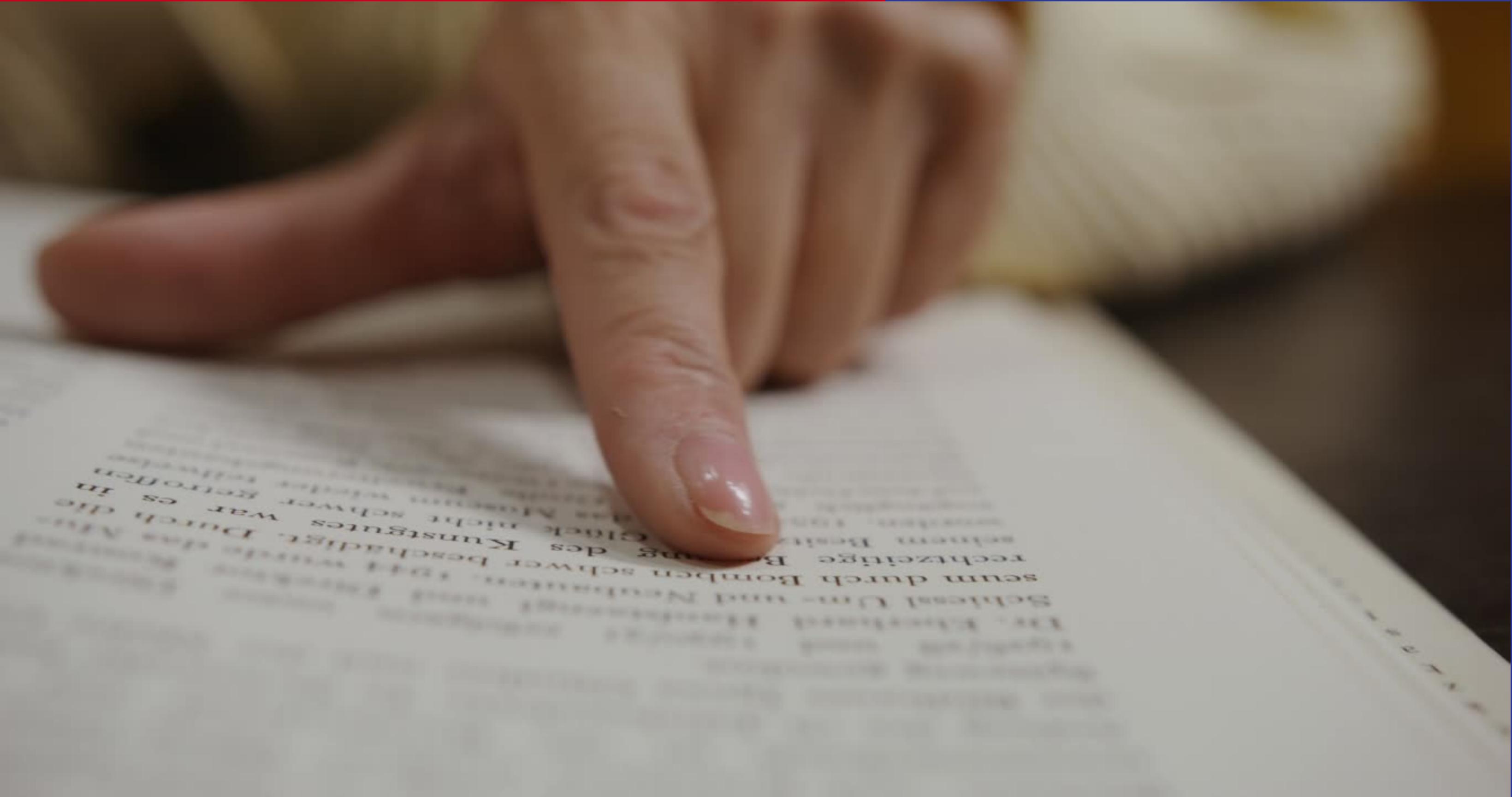


Problem Solving Resources





Books





Articles



Case Studies



Webcasts









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Past Continuous

**We use the past continuous
to talk about the past**



**For something which happened before
and after another action:**



**The children were doing their homework
when I got home.**

**This use of the past
continuous is very common
at the beginning of a story**



The other day I was waiting for a bus when ...



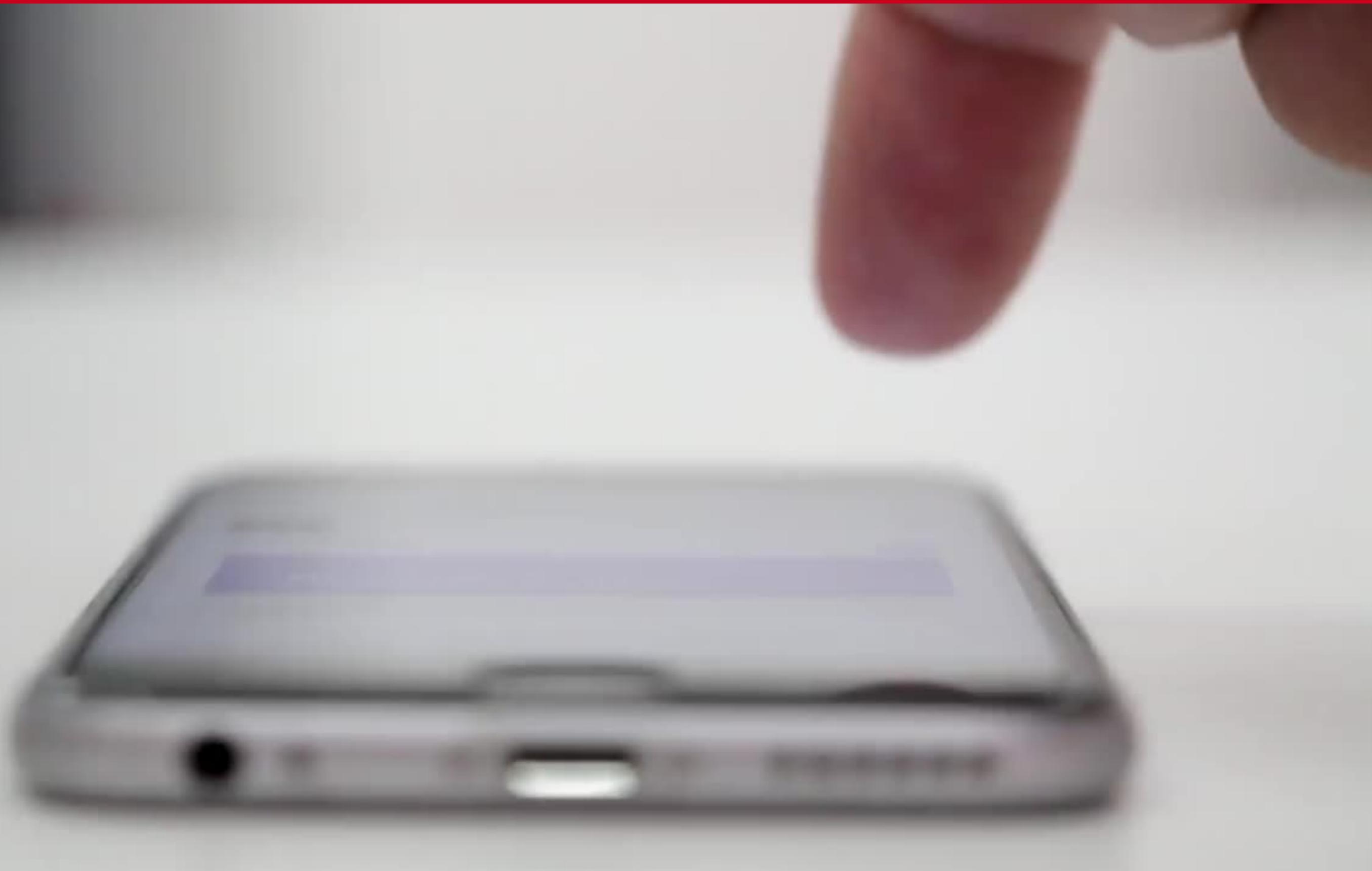
Last week, as I was driving to work, ...



**For something that happened
before and after a specific
time**



**It was eight o'clock. I was typing a
message.**



**To show that something
continued for some time**





My head was aching.



**For something that happened
again and again**



I was practising every day, three times a day.



**With verbs which show
change or growth**



Her English was improving.



**We do not normally use the past
continuous with stative verbs.**





Past Continuous Tense

Past Continuous Tense indicates an action which started in the past and continued in a certain time period.

POSITIVE (+)	NEGATIVE (-)	QUESTION (?)
I was starting	I was not starting	Was I starting
You were starting	You were not starting	Were you starting
He was starting	He was not starting	Was he starting
She was starting	She was not starting	Was she starting
It was starting	It was not starting	Was it starting
We were starting	We were not starting	Were we starting
You were starting	You were not starting	Were you starting
They were starting	They were not starting	Were they starting





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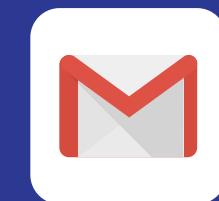
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Asking about Preferences

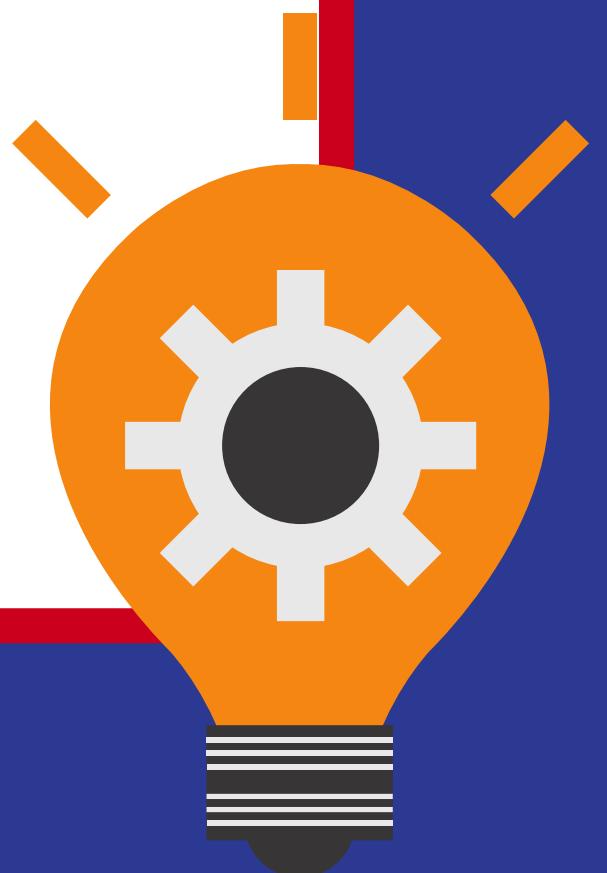
**Imagine that you are at a restaurant
for breakfast. You want something to
drink, but you are not sure what.
When the server walks over to your
table, he says: "Let me help. Do you
prefer coffee or tea?"**



I prefer tea to coffee.



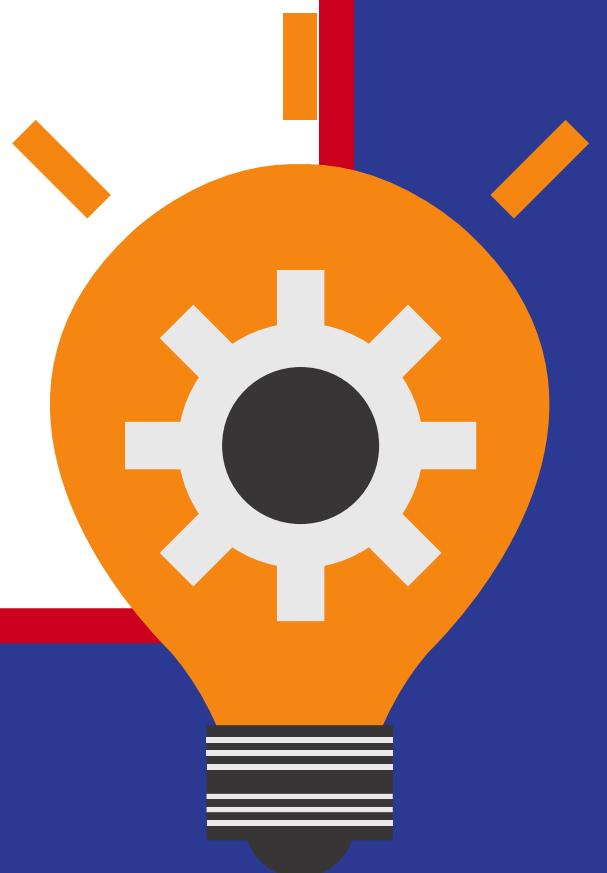
**When we are given choices, there
are special phrases we use to say
which thing we like more than
another. We call these choices
“preferences.”**



Do you prefer coffee or tea?



**Notice that the word “or” is used in
the question form. In the answer, we
use the preposition “to” or “over.”**



I prefer tea to coffee.



I prefer tea over coffee.

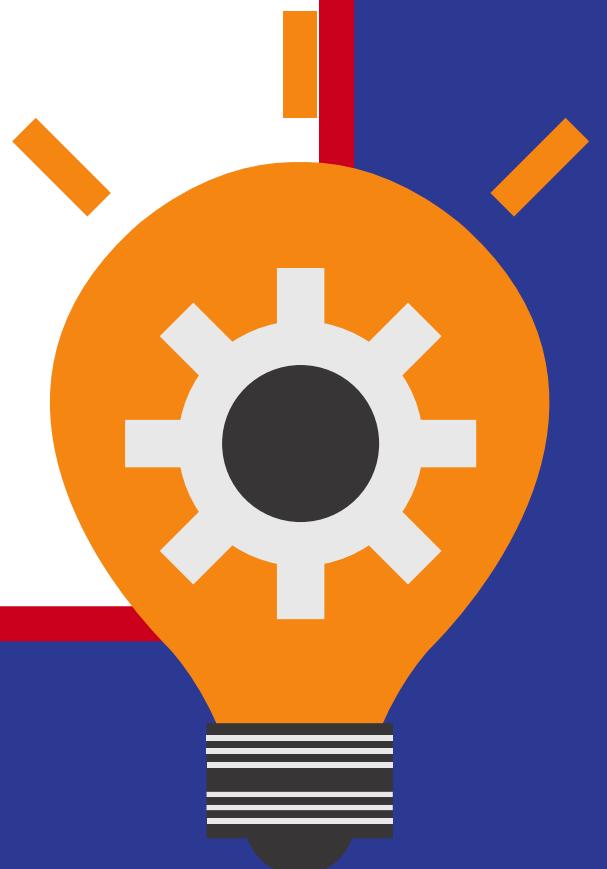




Like better...



Americans are more likely to use the phrase “like...better” when talking with others. We use the word “than” after this phrase.



Do you like tea or coffee better?



I like tea better than coffee.



Would rather...



Would you rather go out or stay home?



I would rather go out than stay home.



Talking about personal qualities



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I'm really outgoing.



I am a social butterfly.



I'm a complete extrovert.



I'm a bit of an introvert.



I am a warm person.



INDEPENDENT

Someone who works well on their own

MOODY

You never know what to expect. One minute they're happy, the next minute they're shouting at you.



PUNCTUAL

Someone who is never late for appointments

EASY-GOING

Someone who is very relaxed, calm and unworried

HONEST

Someone who always tells the truth

RELIABLE

Someone who you can trust and depend on

LAZY

Someone who likes to do as little work as possible



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