

## IT Matters, Unit 02: Part B      Ways of working in a team

Situation: You are working on a project that is moving into a development phase.

→ You give feedback to your project manager on how you prefer to work in different situations.

### 1. Read the text on p. 19 and fill in the table with the preferences of the development team and the project manager for different ways of working.



- a) Talking about preferences: *I prefer...*  
*I would rather...*  
*My preference is...*  
*I favour...*



#### Project manager

- more formal meetings with agendas
- spontaneous discussions and brainstorm solutions
- printed documents

#### Software developer

- daily 15-minute stand-up meeting
- not being included in spontaneous discussions
- electronic documentation

### b) Comparing ways of working

- Meetings are not **as important as** people think they are.
- It's **smarter** for us to change when we need to.
- Answering spontaneous questions is **more difficult than** setting aside time every day.
- It's **better** to acknowledge preferences than pretend we are all the same.
- Adapting as we go along is the **worst** way of working together.

### 2. Complete these sentences using phrases from the IM chat on p. 20



- David's opinion is **the same as** the authors.
- David thinks that it **is better** \_\_\_\_\_ to acknowledge everyone's preferences rather than pretend we're all the same.
- In Kevin's opinion, answering spontaneous questions **is more difficult** \_\_\_\_\_ and **less useful than** \_\_\_\_\_ setting aside 30 minutes every morning.
- Jessica thinks that the expectation of instant answers has made their productivity **worse than** \_\_\_\_\_ before.

- 5 David says that most questions are not as important as people think they are.
- 6 Jarred thinks that adjusting as they go along is the best way to work together.
- 7 David's opinion is similar to Jarred's and he thinks that it's definitely smarter for them to change when they need to.
- 8 Jessica believes that not changing when they need to is the least effective option.

## Unit 2, Part B, exercise 3



### 3 Thinking about location

A 8 ))) Listen to the discussion and tick the correct answers to the following questions. Sometimes more than one answer is possible.

**1 How is the project progressing compared to the schedule?**

- a ☒ three weeks behind schedule      three weeks behind schedule  
b ☐ exactly on schedule  
c ☐ three weeks ahead of schedule

**2 How often is Jessica interrupted by questions or noise?**

- a ☐ at least once a day  
b ☐ at least twice a day      at least once an hour  
c ☒ at least once an hour

**3 Which team gets loud when they are busy?**

- a ☐ hardware support team  
b ☒ customer support team      customer support team  
c ☐ software development team

**4 What is a real downside to open-plan floors?**

- a ☒ the noise level      the noise level  
b ☐ the number of questions people ask

**5 What does Dave do when he works at home?**

- a ☐ he doesn't answer his phone  
b ☒ he turns off instant messaging      he turns off instant messaging and he closes his emails  
c ☒ he closes his email

**6 What two suggestions are made to improve the situation?**

- a ☒ the development team should move into a separate room on the same floor  
b ☐ the other team members should only ask questions by email  
c ☒ developers should be able to work from home more often

seperate room on same floor for devs

developers should be allowed to work from home more often

B 8 ))) Listen again and complete the sentences with the missing words and phrases.



advantage • benefit • big disadvantage • drawback • negative • on the downside • plus • pros and cons

- 1 I'd like to discuss the pros and cons of the locations of the team members.
- 2 We still feel that we are being interrupted too often, which is a big disadvantage for all of us.
- 3 That would also remove the drawback of distraction from the other teams on the floor.
- 4 The major plus in working from home is that there are no distractions.
- 5 But on the downside, we can't come and ask you a question.
- 6 That may be a negative for you, but for me it's a huge benefit.
- 7 It's definitely an advantage if there are no distractions.

## 4 Explaining how you prefer to work

Your supervisor asks you to give feedback on the right balance between distractions and teamwork.

A Work with a partner. Think about the pros and cons of each of the following ways of working:

- remote working / working from home
- working in an open-plan office
- having to answer questions instantly
- using electronic communication
- communicating face-to-face

B Work in small groups. Make a list of the ways that you work and communicate to do the following:

- find or clarify information
- solve a complex problem
- argue the advantages and disadvantages of a solution
- get help or ask for advice

C Use your notes from exercises 4A and 4B to give a short presentation to the class. Explain the advantages and disadvantages of each way of working and state which way you prefer, giving reasons.

› Useful phrases: Giving presentations, page 151

## Unit 2: Vocabulary practice Opposites & preferences

### A Alternative ways of working. Find the opposites.

- |   |                                |       |       |
|---|--------------------------------|-------|-------|
| 1 | have formal meetings           | have  | _____ |
| 2 | work in the office             | work  | _____ |
| 3 | work in a separate office      | work  | _____ |
| 4 | write electronic documentation | write | _____ |
| 5 | communicate face to face       | use   | _____ |

### B Alternative ways of working. Find the opposites.

- |   |                                |       |       |
|---|--------------------------------|-------|-------|
| 1 | have formal meetings           | have  | _____ |
| 2 | work in the office             | work  | _____ |
| 3 | work in a separate office      | work  | _____ |
| 4 | write electronic documentation | write | _____ |
| 5 | communicate face to face       | use   | _____ |

### C Talking about preferences. Complete the sentences with the words from the list.

are in favour • enjoy • favour • would like • preference • would rather

- 1 The colleagues \_\_\_\_\_ working in a team.
- 2 They all \_\_\_\_\_ of stand-up meetings.
- 3 The team \_\_\_\_\_ not have formal meetings.
- 4 They don't \_\_\_\_\_ printed documentation.
- 5 Most testers \_\_\_\_\_ to work from home.
- 6 Their \_\_\_\_\_ is for electronic documentation.

### D The two sides of the coin. Read the discussion on page 169–170 (Track 8) in your course book and find the words that mean the opposite of the words below.

- |   |            |       |
|---|------------|-------|
| 1 | pros       | _____ |
| 2 | advantage  | _____ |
| 3 | benefit    | _____ |
| 4 | the upside | _____ |