

# UNIT 7 | SECURITY

## Context

Security has become one of the most talked about issues in business. It concerns companies at all levels. Visitors who arrive at reception will need an identity badge. Computer networks need to constantly update software to protect company secrets from hackers or to guard against computer viruses. Furthermore, security services themselves have become hugely profitable businesses.

All of you (either in-work or pre-work) will have experience of dealing with security in one form or another. In-work learners will be familiar with the need to follow security or safety requirements when visiting a company. They may have even attended meetings to discuss the need for improved security.

'Change' is another key theme in this unit and is a concept that is relevant to all modern businesses. Faster technology means that change is constant and usually at high speed. Change also needs to be managed so that everyone knows what is happening and how best to adjust to it the language for understanding and explaining change is presented in the unit. Students will also have the opportunity to discuss a variety of issues relating to security, including the problem of data theft, which is the focus of the case study.

Watch out! You might need to know the following:

*Breach* = an action that breaks a rule or agreement.

## Working with words

Complete these sentences with words from the list.

breach	prevent	access	pass	monitor
security	safeguard	safety	password	

1. Call health and \_\_\_\_\_ and tell them someone has been injured in production!
2. What \_\_\_\_\_ measures are you planning for the arrival of the President?
3. Don't tell me they've changed the \_\_\_\_\_ again for this computer, have they?
4. There was a \_\_\_\_\_ of security at our plant in Bristol. Someone cut a hole in the fence and broke in.
5. It keeps saying 'Unauthorized \_\_\_\_\_. Re-enter PIN', but I'm using my normal PIN number.
6. Excuse me, may I see your \_\_\_\_\_ please?
7. This new software didn't \_\_\_\_\_ us from getting that virus. Are you sure it's a good product?
8. In order to \_\_\_\_\_ against problems of identity theft, the card has a special chip.
9. By having CCTV, the company is able to \_\_\_\_\_ for unauthorized personnel on site.

## **Business communication skills**

Replace 1-9 in the dialogue with a-i, so that the meaning stays the same. Write the letters next to the numbers.

1 \_\_\_\_    2 \_\_\_\_    3 \_\_\_\_    4 \_\_\_\_    5 \_\_\_\_  
6 \_\_\_\_    7 \_\_\_\_    8 \_\_\_\_    9 \_\_\_\_

- |                                  |                          |
|----------------------------------|--------------------------|
| a. as it stands                  | f. update you on         |
| b. up to now                     | g. follow you            |
| c. are aware                     | h. by having             |
| d. do you mean                   | i. what's the reason for |
| e. if I understand you correctly |                          |

**Set:** As you 1 *know*, we've recently had a visit from a security consultant and I'd like to 2 *tell you about* their findings. They advise that we install sprinkler systems. The situation 3 *now* is that we only have fire alarms. The Building would be safer in the event of a fire 4 *because of* the sprinklers. Secondly, 5 *so far* we've always had security staff in reception, but not in the car park. We now plan to have security at the entrance.

**Ali:** Sorry, I'm not sure I 6 *understand*. 7 *Are you saying* we'll have to show our ID badges to get into the car park?

**Set:** Yes, that's right.

**Ali:** 8 *Why are we doing that?*

**Set:** It's because anyone can drive in at the moment.

**Ali:** So, 9 *you mean that* we'll have to stop, show our badge, and then show it again when we walk in, It'll take ages!

## Language at work

Complete these sentences with the present perfect simple or present perfect continuous of the verbs in brackets.

Amy: 1 \_\_\_\_\_ (you / hear) the news?

Rose: What 2 \_\_\_\_\_ (happen)?

Amy: Jared 3 \_\_\_\_\_ (resign)!

Rose: You're kidding! Why?

Amy: They say he 4 \_\_\_\_\_ (steal) stationery regularly for some time now.

Rose: Really? Do they know exactly how long he 5  
\_\_\_\_\_ (do) that?

Amy: No one knows for sure.

Rose: I don't believe it. I work with him every day and I 6  
\_\_\_\_\_ (never / see) him take anything. And anyway, why 7 \_\_\_\_\_ (they / not / fire) him if that's true?

Amy: I don't know. They 8 \_\_\_\_\_ (talk) to him all afternoon, so maybe we'll find out before we leave tonight.

Choose the correct answer from the words in *italics*.

9 It's the second attachment with a virus this week.

*Consequently / Due to*, we'll scan everything.

10 *In order to / So that* there's no delay, I've asked her to contact them straight away.

- 11 Make a backup disk *so / therefore* you don't lose files.
- 12 We'll have to increase the number of security staff *because of / in order that* these changes.

## **Grammar**

## **Chapter ( 7 )**

Make the Present Perfect Continuous (Sentences & questions)

1. She \_\_\_\_\_ (work) have for five years.
2. I \_\_\_\_\_ (study) all day.
3. He \_\_\_\_\_ (eat) a lot recently.
4. We \_\_\_\_\_ (live) in Paris for six months.
5. I \_\_\_\_\_ (not / work) today.
6. They \_\_\_\_\_ (not / watch) TV much recently.
7. \_\_\_\_\_ (she / run) much recently?
8. How long \_\_\_\_\_ (you / study) Japanese?
9. What \_\_\_\_\_ (the child / eat)?
10. Where \_\_\_\_\_ (she / work)?

## Revise

### Connectors

#### **USE**

1. Use the connectors in *order that*, *so that because of*, and *due to* to explain the reason for something.

*In order that / So that we can deal your enquiry quickly, please give your reference number.*

*We need your reference number. It's because of / due to security situation.*

2. Use the connectors *so*, *therefore*, *as a result*, and *consequently* to explain the result of something.

*We need more staff to complete the job. As a result / Therefore / Consequently, we've employed.*

*We need more staff to complete the job, so we're employed two more people.*

# UNIT 8 | WORKING TOGETHER

## Context

The topic of Working together, either in a team or in a partnership, is relevant to most business people today. In many cases, teams are made up of people of different nationalities, with English being the common language. These teams may involve people from the same international company, or they could involve freelance staff and external consultants.

In recent years, businesses have focused on how to create effective teams and partnerships. The aim is to bring individuals together whose personal skills and knowledge can help the team to achieve a common goal. Companies might ask employees to attend training courses or complete questionnaires in order to develop their teamwork skills or identify who will work best together. Effective teamwork not only results in better company performance, but also improves employee morale and makes the individual feel valued.

It's important to remember that teams may encounter problems. If the team contains a number of strong personalities, there may be conflict. International teams can also encounter difficulties if members have different perspectives on teamwork. Some cultures value the success of individuals, whilst other cultures consider collaborative work to be more important, and these differing attitudes could lead to misunderstanding. In reaction to these

potential problems, the focus for team managers has shifted from being the expert to being the person who 'manages' different talents and temperaments, and makes sure that the team works as one.

**Watch out! You might need to know the following:**

Rival = people (or companies / teams) who often compete.  
to get on with someone = to like someone and have a good relationship with them.

## Working with words

Complete these words with the missing letters.

1. You should take more r \_\_ \_\_ p \_\_\_\_\_ b \_\_\_\_\_ t y at work – that way you might get promoted.
2. We're too similar. We have the same strengths. Our skills aren't c \_\_ m p l \_\_\_\_\_ t \_\_ \_\_ y.
3. Maybe we should join f \_\_ r \_\_ \_\_ s and find a solution together.
4. The two companies are hoping to form an a \_\_ l \_\_ \_\_ c n e in order to survive this current recession.
5. Nigel isn't much of a team p \_\_ a \_\_ \_\_ r, I'm afraid. He prefers to work alone.
6. Let's start by finding some common g \_\_ o \_\_ \_\_ dm rather than focusing on our disagreements.

7. I'd like to you two to work more c \_ o \_\_\_\_\_ y together in the future.
8. It's a joint v \_ n \_\_\_\_\_ e between a coffee company and an electronics firm to produce vending machines.

## Business communication skills

Complete these sentences with phrases from the list.

next step	chances are	well done	going to
the deadline	intended to	I expect	likely that
planned to	timescale on		

Halla: So, what's the 1 \_\_\_\_\_?

Eve: Well I 2 \_\_\_\_\_ talk to the client and get some feedback. It's 3 \_\_\_\_\_ they'll ask us to speed the project up.

Halla: Remind me. What's the 4 \_\_\_\_\_ this?

Eve: July 31st is 5 \_\_\_\_\_, but they'd like July 1st.

Halla: That's rather optimistic.

Eve: Well, I'm 6 \_\_\_\_\_ need more people, but I expect we'll be OK. I've 7 \_\_\_\_\_ employ more freelance staff anyway, so it won't affect my budget.

Halla: 8 \_\_\_\_\_ ! That's a really good idea.

Eve: And the 9 \_\_\_\_\_ we won't be ready in time anyway, so 10 \_\_\_\_\_ the final date will still be the 31st.

## Language at work

Complete the correct answer from the words in *italics*.

1. You *should* / *'re going to* come along if you have time. The CEO will be there.
2. Profits *will* / *might* definitely fall a little next quarter. Don't worry. They always go back up around Christmas.
3. Look at the awful findings on customer feedback. They're terrible. I think we *should* / *'re going to* lose some of our key clients based on this report.
4. I'm not 100% sure, but I think I *might* / *will* apply for that job in the paper.
5. Let me check with the warehouse, and then I promise that I *'ll* / *'m going to* call you straight back.
6. There's usually a shuttle bus that leaves the conference centre at 3 p.m. If it's running today there *is going to* / *should* be one in about five minutes.

## UNIT 12 | INNOVATION

### Context

The topic of Innovation is often associated with new inventions and inventors. However, while innovation is an important feature in the process of creating new devices or products, the term innovation can be applied more widely - it is the process of introducing something new, which could also mean a new way of doing something.

Modern business puts a great deal of emphasis on 'thinking outside the box' - or, in other words, trying to challenge accepted norms. By asking employees to look at something in a new way, companies hope to improve what they do. Often it is hoped that innovation will solve a perceived problem. This could be anything from a problem with the administration in a company, through to a problem with sales or the need to update a product or service.

While many companies are able to generate new ideas, fewer are able to successfully exploit or implement these ideas. An integral stage in the process is ensuing that everyone involved supports the new concept. If employees don't believe in or support the change, innovation will often fail. So for innovation to succeed, the people affected need answers to the following question: What are the benefits of this change for me?

This unit enables you to practice the vocabulary and expressions needed to present and discuss innovation. You also have the opportunity to practice dealing with the type of

difficult questions that often arise when people are confronted with change.

## Working with words

Choose the correct answers from the words in *italics*.

1. I've never seen a product like this before. It's really *reliable* / *original*!
2. How did you come *up* / *out* with that idea? It's great.
3. My new car design is only at the *brainchild* / *prototype* stage at present. It still needs a lot of work.
4. When I first started in business I had lots of *obstacles* / *catalysts* to get past because I didn't have a lot of qualifications.
5. This new mobile contains highly *reliable* / *sophisticated* technology. It's state-of-the-art!
6. We're a *revolutionary* / *traditional* company with a long history of providing quality clothes to order customers.
7. Sorry, but I don't think I follow the basic *concept* / *a-ha moment* for your idea.
8. He's young. *Simple* / *Dynamic* executive with a great future!

## Business communication skills

Complete this presentation with phrases a-g.

- a morning and      d you can see      g I'd like to begin
- b First      e take your questions
- c we'll look at      f let's look

Good 1 \_\_\_\_\_ thanks for coming. 2 \_\_\_\_\_ by outlining the aim of this meeting. 3 \_\_\_\_\_, I'll give an overview of the current situation with regard to staff organization. Then, 4 \_\_\_\_\_ our proposal for some changes, and finally I'll 5 \_\_\_\_\_. So, 6 \_\_\_\_\_, it shows you..

Replace the underlined phrases with a-f. Write the letters next to the numbers.

- 7 \_\_\_\_\_      8 \_\_\_\_\_      9 \_\_\_\_\_
- 10 \_\_\_\_\_      11 \_\_\_\_\_      12 \_\_\_\_\_

- a couldn't hear you      d 's everything I want to say
- b see what you mean      e Are there
- c get back to you on that      f listening

Zed: So that 13 brings me to the end of my presentation.  
Thanks for 14 your attention. 15 Do you have any questions?

Kier: Yes, how does this affect our department?

Zed: Sorry, I 16 didn't catch that.

**Kier:** Our department. What changes does it mean?

**Zed:** Good question, but can I 17 explain that later? I don't want to go into exact detail here and now.

**Kier:** But I think everyone needs to hear.

**Zed:** Sure, and I 18 understand your opinion, but I want to be able to give you precise figures when I have them.

## Language at work

Complete these sentences with the superlative form of the adjectives in the list.

well known	happy	high	valuable	
bad	low	late	friendly	expensive

1. Resigning from my job was probably the \_\_\_\_\_ decision I've ever made.
2. The \_\_\_\_\_ mistake we made was investing in that company. We lost so much money.
3. I think Ireland is one of the \_\_\_\_\_ countries I've ever visited. Everyone is so nice!
4. I'd say that your employees are your \_\_\_\_\_ asset by far.
5. You got the second \_\_\_\_\_ sales results in the division. Well done!
6. Unemployment has fallen to its \_\_\_\_\_ point in ten years. Most people can get a job nowadays.

7. R&D have sent over the designs for their  
\_\_\_\_\_ prototype. I hope this one works!
8. Disney is probably \_\_\_\_\_ for its films for  
children.
9. The team seem \_\_\_\_\_ when they have clear  
aims and objectives.