

Unit 1 - Connections



The objectives for this unit are:

- vocabulary: learn words and phrases to describe cross-cultural experiences.
- communication: practise reporting back on research in meetings
- grammar: revise verb tenses.



Unit 1 - Connections - Vocabulary I

The following words and phrases appear in the text you are going to read in this section:

do your homework prepare for something thoroughly by learning a lot about it His presentation was brilliant - you could tell that he had really done his homework.

awareness knowledge that something exists and is important It is important that children develop an awareness of internet safety.

deal with have commercial relations with Have you ever dealt with companies in the United States?

attribute to say or believe that something is caused by a particular thing She attributed the poor sales to the financial crisis.

Working across cultures



1 Do your homework

- Essential for building relationships when dealing with businesses across cultures.
- Each organization will have its own culture, personality, and way of doing things.

2 Keep your eyes open

- Your mind is processing a lot of information in new environments, so observation skills may be clouded or unfocused.
- Notice how people act, dress, and treat each other.

3 Take your time

- Appreciate the need for more time.
 Communication may be slower and logistics may be different. You may be working in a culture with a different concept of time.
- Also, give yourself more time to process all the information before making decisions.

4 Take individuals into account

- Individuals may vary greatly from the stereotype of their native culture. Values and behaviour are also influenced by background, experience, and personality.
- Keep an open mind: be careful not to form an opinion too early or to attribute too much of what you see to a cultural difference.

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5 Tolerate uncertainty

- This can be extremely difficult for people from some cultures where directness and precision are valued.
- Business is about managing unknowns. When working with a culture with a high tolerance for uncertainty, you may not get concrete answers. This, of course, can work both ways.

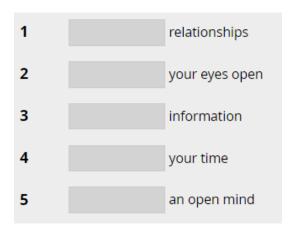
6 Build your intercultural skills

- When working with people from different cultures, you need a solid understanding of the norms of that culture.
- Greater cultural awareness will help you weigh up the pros and cons of your way of doing things and will give you a better insight into working across cultures

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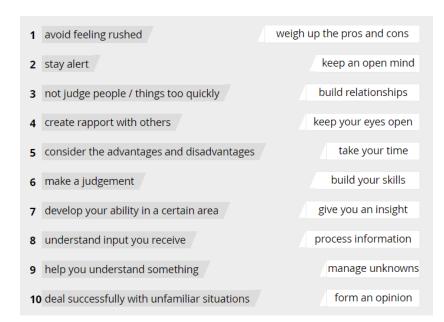
Describing cross-cultural experiences: Complete the phrases.

Complete verb + noun collocations from the text.



6	an opinion
7	unknowns
8	your skills
9	the pros and cons
10	you an insight

Describing cross-cultural experiences: Match the collocations with the definitions.





Unit 1 - Connections - Vocabulary II

The following words and phrases appear in the recording from the online course:

dull boring

The presentation this morning was so dull I almost fell asleep!

upmarket designed for or used by people who belong to a high social class or have a lot of money.

The City of London is full of upmarket restaurants.

tedious not interesting and taking too long.

I'm fed up with wasting my time in long, tedious meetings.

melting pot a place or situation in which large numbers of people, ideas, etc. are mixed together

New York is a melting pot of different cultures.

Describing cross-cultural experiences: Categorize the adjectives.

Are the following adjectives used to describe experiences, places or people? Write the adjectives in the correct columns.

Experiences	Places	People

run-of-the-mill	low-key	up-and-coming	out-of-the-way	open-minded
easy-going	self-assured	outspoken	down-to-earth	time-consuming

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Describing cross-cultural experiences: Matching adjectives with the definitions

Match the adjectives on the right with the definitions on the left.

1	saying exactly what you think	time-consuming
2	ordinary	low-key
3	sensible / practical	outspoken
4	not intended to attract attention	run-of-the-mill
5	relaxed	self-assured
6	open to new ideas	out-of-the-way
7	confident about yourself and your abilities	open-minded
8	popular, likely to be successful in the future	down-to-earth
9	isolated, not central	easy-going
10	taking a lot of time	up-and-coming



Unit 1 - Connections - Communication

Key words from the unit related to managing the discussion in a meeting:

Reporting a personal observation

I get the impression that ... From what I could see, ...

Reporting from another source

Apparently, it seems that ... According to ... I gathered from ... It was made clear that ...

Expressing doubt

I'm just not 100% convinced. I'm a bit wary of ... I'm a bit reluctant to ... **Avoiding commitment**

I wouldn't like to say.
I can't promise anything.
I wouldn't go so far as to say ...

Being persuasive

I've got to say that ...
I'm totally convinced.
I'm sure you'll agree ...
I'm fully confident ...
We can't go wrong.

Trying to avoid being negative

To be fair, it could have been worse. It's more of a ... than a ... I'm not saying ... / It's not that ..., it's just that ...

Dismissing obstacles

That's not a reason to ...

Stating an advantage

The major advantage is ...
The pros definitely outweigh the cons.

Reporting back on research: Choose the words to complete the dialogue.

Kevin Well, it's a nice place but I'm a bit wary/worried of the effect on our overheads.

Nikhil Because of the extra transport costs?

Kevin Yes, I collected/gathered from people I spoke to there that it could add 2%.

Nikhil So, definitely not Cardiff then?

Kevin Well, I shouldn't go so far/much as to say we should write it off completely.

Nikhil But we should look elsewhere, right?

Kevin Yes. I've got to express/say that I really liked Bristol.

Nikhil Oh yes?

Kevin Yes. The best/major advantage is that it's near a good port.

Nikhil That's true.

Kevin And I'm confident/sure you'll agree that it's a lot cheaper to get to.

Nikhil It is, although I imagine accommodation costs are higher in Bristol than in Cardiff.

Kevin From/on what I could see when I was there, that's not the case.

Nikhil Well, it seems like the perfect choice then.

Kevin The pros definitely outweigh/weigh up the cons.

Nikhil OK then, Bristol it is.



Unit 1 - Connections - Grammar: Tenses review

Present simple

Use the present simple

1 to talk about general facts, states, and situations

The purpose of business is to make a profit.

2 to talk about regular or repeated actions, or permanent situations Jack works for Nissan.

3 to talk about timetabled future events

The meeting starts at 10.00.

Present continuous

Use the present continuous

1 to talk about an action in progress at the time of speaking / writing I'm trying to get through to Jon Berks.

2 to talk about a very current activity, taking place around the time of speaking

They are pushing the area for development.

3 to talk about fixed plans or arrangements in the future

I'm meeting the management committee on Friday.

Present perfect simple

Use the present perfect simple

1 to talk about actions which finished recently with a present result

The IT guys have changed all the PCs and access codes.

2 to talk about actions that started in the past and are still going on Silvio has worked for us since he left school.

3 to talk about experiences in your life or events in history **I've never been to Bahrain.**

Should

1 Use should + infinitive to recommend something strongly.

You should try that vegetarian restaurant on the river.

2 Use should + perfect infinitive to talk about a lost opportunity.

You should have gone this morning - it was quite an interesting meeting.

3 Use could / should + infinitive to predict.

It could / should turn out to be quite an interesting conference.

Present perfect continuous

Use the present perfect continuous to talk about a recently completed action. The focus is on the activity, not the result.

The IT guys have been changing all the PCs and access codes.

Past simple

Use the past simple

1 to talk about past actions which are over at the time of speaking

I heard from the locals that there were several interesting sites.

2 to talk about past states

I lived in Haringey when I worked in the City.

Past continuous

Use the past continuous to talk about being in the middle of a past action – there is likely to be an interruption (in the past simple) in the sentence **Everything was going really smoothly, when Wu took over the project.**

Past perfect

Use the past perfect to put events in the past in sequence. The past perfect indicates that the action it refers to happened before a reference to the past simple.

I had heard from the locals that there were several interesting sites.

Past perfect continuous

Use the past perfect continuous to refer to an action in progress before something else happened.

He was the one who had been working on the project, but his boss was the one who got all the credit.

Future forms

1 Use will + infinitive to make on-the-spot decisions.

We'll have to point out the training need to the client.

2 Use be going to + infinitive when we are talking about an action we have already given some thought to.

We're going to have to point out the training need to the client.

3 Use the future continuous to talk about something that will be in progress at a particular time in the future.

I will be writing everything up later this week.

4 Use the future perfect to refer to events which finish before a given time. **I will have finished by the end of the next financial year.**

Tenses review: Practice

Read the email and correct the mistakes. There is one mistake in each line.

1	Dear Kaszia, I had been skimming through the initial proposal
2	and was gathering from talking to members of the team that unfortunately
3	bringing forward the completion date won't be as straightforward as we've hoped.
4	I should have pointed out that the suppliers are expected to deliver the raw materials
5	by the end of next week, but so far we had heard nothing from them.
6	We try to get in touch with them and have insisted that we need to know
7	by the end of the week. However, if we haven't heard from them by then, we're needing to take legal action
8	to resolve the matter. I'll have got back to you at the beginning of next week –
٥	to resolve the matter. In have got back to you at the beginning of next week -
9	by then I'll know what will be happening.
10	In the meantime, if you had any questions, please let me know. José Peres