Starting point

Possible answers to question 2

You can create more ideas more quickly.
You can learn from others.
Teamwork builds good relationships between people.
Everyone knows what’s happening, which is good for motivation.
Not everybody is good at the same thing, and so it’s good for people to combine their different skills / qualities.

Working with words

2
3, 4, 6

3
1 d 2 a 3 e 4 f 5 c 6 b

4
1 decisions 2 attend 3 work 4 solve 5 develop 6 solution

6

Conversation 1: The speaker’s assistant wants more money.
Conversation 2: The Managing Director wants to reduce staff numbers in the speaker’s department.
Conversation 3: The speaker can’t make a decision (and she thinks the team can’t agree on a final decision).

7
1 small 2 good 3 big 4 difficult 5 final 6 bad

Language at work

1
1 personnel 2 supply 3 technical
An employee is often late. (Jorge is speaking to the team leader on line 2 – he was late again.)
There are some technical problems in the factories.
(Production line 1 is slow-the new components didn’t arrive on Friday. In Recife production is still slow-the new components don’t work well.)
The new components for the production line don’t work.
(Pedro says the new components don’t work well.)

1 is, speaking
2 is, having
3 Are, arriving
4 is, going
5 is, dealing
6 is, meeting

1 Jorge is speaking to the team leader on line 2.
2 Yes, it is.
3 Yes, they are.
4 Adriana is going to Recife tonight at six.
5 Yes, he is.
6 She is meeting Pedro, the line manager.

the present: 1, 2, the future: 3, 4, 5, 6

Possible answers

Is your department meeting this afternoon?
What are you working on at the moment?
When are your visitors arriving?
When are you starting your new English course?

1 F (The problem is bigger than we thought.)
2 T (They were the most expensive solution.)
3 T (They were also the best idea.)
4 F (Pedro says that the new components are worse than the old components.)
5 T (the problem isn’t technical ... I think it’s a personnel problem.)
6 T (Do you know that staff turnover in Recife is the highest?)
7 F (The biggest problem is Pedro.)

a 1 b 4, 5 c 2, 3, 6, 7

1 -est 2 most 3 best
10

1 the most important  2 the best  3 the cheapest

Practically speaking

1

1 c, f  2 a, e  3 b, d

2

Oh no. That's terrible  Wow. That is surprising.
Great. That's fantastic!  Good. That's excellent news.

Business communication

2

1 They discuss prices and long call times. They don't discuss salary or number of phone staff per 1,000 customers.
2 They have the highest prices and delivery times are slow.

3

1 a, e  2 b, c, h  3 d  4 f, g

Case study

Discussion

1 - 3

1 No, there are no fixed offices.
2 Usually two or three.
3 The roles of managers and secretaries do not exist. There are only team leaders and team members.