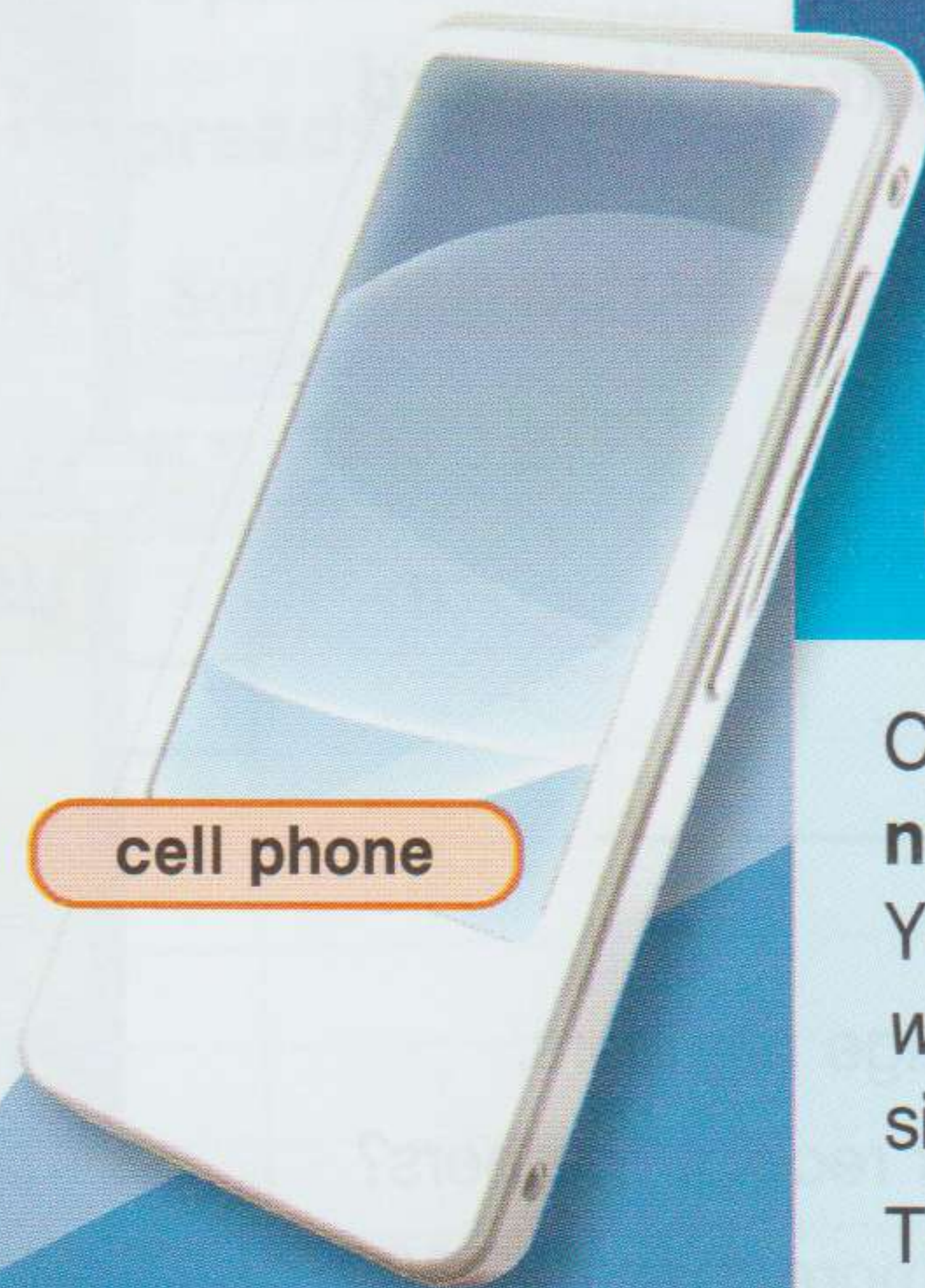


Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some of the different forms of business communication?
- 2 What modern tools make business communication easier?



cell phone



video conferencing

Social Business Communication

Chances are if your boss sees you on a **social networking site** at work, you'll be in trouble. You may even **get fired**. But some companies *want* their employees to use social networking sites during business hours.

That's because they are using the **Internet** to improve their business communication. Of course, businesses still use **cell phones**, faxes, and **video conferencing** when needed. But many companies have found that using **social media** has its benefits.

For example, employees can post messages about projects to each other on a social networking site. Details about new products or company **functions** can also be posted on the site. **Instant messaging** has become popular in the workplace as well. It's a fast way to communicate in real time. There's no waiting for co-workers to check their **voice mails** or emails to get a response back.

Reading

2 Read the excerpt from the magazine article. Then, mark the following statements as true (T) or false (F).

- 1 Businesses are using social media to improve communication.
- 2 Social media has replaced cell phones in many businesses.
- 3 Businesses use social media to update employees about projects.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 People can lose their job for reading private emails at work.
_ _ t _ _ _ e _
- 2 Company meetings, parties and conferences are usually held after work hours. _ _ n _ _ _ n _
- 3 Sites where you can connect with people are very popular at the moment. _ _ c _ _ _ e _ _ _ _ _ g _ _ t _ _
- 4 Check your recorded messages every day.
_ _ i _ _ _ a _ _

4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

video conferencing
social media Internet
cell phone
instant messaging

- 1 Without the _____, email and social networking sites wouldn't exist.
- 2 Many people meet new friends online through _____ sites.
- 3 _____ allows business people to see and hear each other without traveling.
- 4 _____ is the fastest form of online communication.
- 5 A _____ allows people to make calls from almost anywhere.

social
trouble.
panies
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- 5 Listen and read the magazine excerpt. What does it say about social media?

Listening

- 6 Listen to a conversation between two colleagues. Choose the correct answers.

- What are the speakers mainly talking about?
 - how to use a voice mail service
 - how to use a message board
 - how to use a social networking site
 - how to make communication easier
- What does the woman ask the man?
 - how to reply to a message
 - how to use instant messaging
 - how to use emails
 - how to write notes

- 7 Listen again and complete the conversation.

Secretary: Hi, I'm Anne. Thanks for coming. I know you guys in 1 _____ are pretty busy.

IT Tech: I'm Bill. And it's no problem. What can I do for you?

Secretary: Well, my boss decided that we should use a 2 _____. You know, to improve communication around the office. But I've never used a site like that before.

IT Tech: Okay. I can show you the 3 _____.

Secretary: Thanks. I've got the site up on my computer. Now what?

IT Tech: Go ahead and type in your 4 _____ and password. That will bring up your profile.

Secretary: It says I have a message from Jim. How can I 5 _____.

IT Tech: You just click the message. Once it's open, there's a button that says 'reply'.

Secretary: Oh, so it's 6 _____ email.

IT Tech: Exactly, but it also has an instant messaging function and a 7 _____ where people can leave you notes.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What can I do for you?

I can show you the ...

How can I ...?

Student A: You are a secretary. You are having trouble with your company's new social networking site. Ask a co-worker from the IT department for advice.

Student B: You work in the IT department. Explain to student A how to use a social networking site, including how to:

- sign in
- open a message
- respond to messages

Writing

- 9 Use the conversation from Task 8 to fill out the notes on using a social networking site.



Notepad

- Enter _____ and _____.
- Check _____

- Click _____

- Reply by _____
