



Lesson 4.

CHANG E

“It’s not the strongest specie that survive, nor the most intelligent, but the most responsive to change” - **Charles Darwin**

1. Which of these situations would you find the most difficult to deal with?

- a. Losing a lot of money
- b. Moving house
- c. Moving to another country
- d. Losing your job
- e. A new boss
- f. New neighbors
- g. Driving abroad
- h. Getting married

**Which has been the most significant change
In your life?**



4. Which of these business situations would worry you most? Why?

1. You read in the paper that your company will probably be merging with another company.
2. You keep your job after a merger, but you are in less powerful position.
3. Your company has to relocate to the other side of the city.
4. You are asked to relocate to a dangerous foreign country.
5. You are promoted but are now in charge of a hostile workforce.
6. You have to move from an open plan office to sharing your boss's office.
7. You have to work with a completely new computer system.
8. You have to decide who to make redundant in your department after a merger.

5. What Are Positive Impacts of Change in Business? Match the phrases and the boxes on the right.

A. Staying Current

1

A worker who enthusiastically applies herself to learning the new office computer system can also train others who are more hesitant.

B. New Opportunities

2

If a competitor develops and markets a successful new product, a business can ensure that it doesn't fall behind by developing and marketing a similar product of its own.

C. Encouraging

Innovation

3

Change in human resources philosophy that allows for a more relaxed work environment, such as implementing a casual dress code, may be welcomed by employees.

D. Increased Efficiency

4

Employees who feel that their ideas will be considered by a manager or business owner may be more willing to think creatively, which can help a business grow.

E. Improved Attitudes.

5

A new delivery process can increase the speed in which a customer receives merchandise. Switching to a computerized payroll process may mean that a salesperson is paid his commissions sooner.



6. Listening (4.1) Maggie Miller is the Business Transformation Director of Sainsbury's, one of the largest supermarket groups in the UK, she talking about the program of change in Sainsbury's. Listen to the first part of the interview. Match these phrases to their meanings.

1. "Supply chain" means:
 - a) Warehousing and delivery systems
 - b) customer and clients
 - c) supermarket stores and retail outlets
2. "a third party" here means:
 - a) in-house staff
 - b) an external company
 - c) another company in the group
3. "people see the barriers eliminated" means
 - a) That it is easier for people to do things that it was before
 - b) that it is harder for people to do things than it was before
 - c) that there is no difference in the way people do things





7. Listening (4.2) Listen again and answer these questions

1. Why did the new Chief Executive want to change things in Sainsbury's?
2. In which three areas was new investment necessary?
3. What changes have there been in people's attitudes?
4. What evidence of benefits has there been so far?



8. Listening (4.2) Listen to the second part of the interview. What do the following numbers refer to?

- A. 14,000 B. 50 C. 22 D. 100,000

9. What are three areas does Maggie say are important to focus on when planning change?

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10. Complete the sentence with the correct word form of the verbs in the box.

grade organize train centralize
regulate size develop locate
structure

1. It is now so expensive to rent offices in the city center that many companies are _____ to the suburbs.
2. The company has recently had to down _____ its workforce. Reducing the number of employees is the best way to stay profitable in the current economic situation.
3. Excellent customer service is vital to keep up with the competition. The company has introduced new working practices and is re_____ all part time staff.
4. The seating plan in our office has been re_____ to accommodate new staff.
5. Our product hasn't been selling well recently. The marketing team has decided to re_____ the product with a more up-to-date image.

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6. The company has noticed that too many decisions are made at the Head-Office. It is de_____ the decision-making process so that branch managers are more involved at the earlier stage.
7. The company has finalized the plans to re_____ the disused car park site. It is going to become a modern three-story office block.
8. The most successful change in our company was the decision to re_____ the company hierarchy. Now there is more opportunity for promotion.



11. Listening (4.3) Four executives are discussing changes to company working practices. Listen to the meeting and answer these questions.

1. Why does Nancy think the open-plan office is a good idea.
2. Why are two of the people against introducing an open-plan office?

3. What proposal does Carl make to deal with the problem mentioned?
4. Why is Max against hot-desking?
5. What change on working practices does Nancy want?

12. Watch and discuss the following video.

Three Ways The Internet Of Things Will Change Every Business

<http://www.forbes.com/sites/bernardmarr/2015/08/17/3-ways-the-internet-of-things-will-change-every-business/#56c4f437d152>

- a. What technological revolutions do you think will happen?
- b. What are the bad things about devices being interconnected?
- c. Is it better to order milk yourself or let a computer do it?
- d. Will we need workers in the future?
- e. How good would it be to have no need for shopping?
- f. What economic and social changes could the Internet of Things bring?
- g. What bad things could the Internet of Things bring?

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- h. How worried are you about the unforeseen?
- i. What is the law of unintended consequences?
- j. What are your favourite devices and why?
- k. Would you like your life to be controlled by connected devices?
- l. How concerned are you about privacy on the Internet?
- m. What do you think of the idea of our brain being connected to the Internet?
- n. What questions would you like to ask an Internet expert?

13. Vocabulary Match

- 1. ADAPT
- 2. SHIFT
- 3. ALTER
- 4. VARY
- 5. ADJUST
- 6. MODIFY
- 7. AMEND

- a. Change words of a text (especially legal documents)
- b. Change from one position to another
- c. Change to improve it or to make it more acceptable
- d. Change to make it more correct, effective or suitable
- e. Change the amount or level depending on the situation
- f. Change to suit different conditions or situations

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14. Complete the report about the history of Joie de Vivre. Use the correct tense of the words in the box.

Employ

Receive

Grow

Have

Start

1. _____ the year's result yesterday and I am delighted to announce that our company _____ another fantastic year. We _____ start in 1970 in a small factory in Shatin, Hongkong and we only _____ four people. That number _____ to around 2,000 today.

Not make

Hold

Go

Face

2. In the early years we _____ strong competition from our competitors and in 1982 we nearly _____ bankrupt. But from that difficult period until now, we _____ out and we _____ the mistake of becoming a typecast as a label for the changeable junior market.

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Buy Improve Move

3. Things _____ considerably since we _____ from Shatin to China. In 2000 we _____ the international operations of our partner company Joie de Vivre Holdings and we now do business in more than 30 countries.

Have Expand Deliver

4. In the recent years we _____ our product range and we have carved out a sizeable niche in the same market as Benetton and Zara. Last year we _____ our fifth consecutive year of growth with \$98 million in net profit and in January of this year we _____ the first retail stock to be included in Hong Kong's Hang Seng index.

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Prosper

Come Decide

Enter

Take

5. A lot of change _____ place recently. This is because last year most of our sales _____ from the Asian market. So, in January this year, we _____ to try to and break into the US market. Just recently, _____ into negotiations with Macy's department stores.

In conclusion, our company so far this year _____ and that is down to all your hard work. Congratulations to you all.