

## (20.10.2020) Vocabulary revision + Consultants

1. To begin this class, we will have some vocabulary revision of the previous class. **Both quizzes are timed!!!**

- **Quiz 1 (matching):** Match the words in the left-hand column with those in the right-hand column to make expressions from the text.
- **Quiz 2 (word formation):** Complete the sentences using the correct form of the word printed at the end of each sentence.

2. In this class we are going to continue working with the textbook: **Unit 8: Consultants**. At the same time, we will develop the topic of consulting companies on their performance started at the end of the previous class.

- We will start with definition of a consultant's profession. To read it, please do Quiz 3.
- **Quiz 3: word translation.** Translate the words in brackets into English.

A consultant is a contractor or an outside 1. (dostawca) \_\_\_\_\_ who provides specialised 2. (usługi) \_\_\_\_\_ or skills to a 3. (klient) \_\_\_\_\_ for a fee. Some consultants work on their own, based on 4. (doświadczenie i wiedza) \_\_\_\_\_ they have gained so far as employees in companies. Others work for large or small organisations such as McKinsey, which 5. (opisuje siebie) \_\_\_\_\_ as “a management 6. (konsultingowa) \_\_\_\_\_ firm advising 7. (wiodący) \_\_\_\_\_ companies on issues of 8. (strategia) \_\_\_\_\_, organisation, technology and operations.” Another unit in the market, the Big Four accountancy firms (Deloitte, Ernst&Young, KPMG and PwC), offers consulting as well as auditing (where they verify the accuracy and completeness of company 9. (rachunki) \_\_\_\_\_ services.

- To continue with details of what consultants do, please do **Ex. B, p. 74-75**. Study the box provided for this exercise and these vocabulary items:  
**deliverable** = something that a company has promised to have ready for a client (=wykonany projekt, zlecenie, usługa)  
**tangible** = clear and definite to be easily seen (=konkretny)  
**expertise** = special skills and knowledge in a subject you learn by experience or training (=wiedza i doświadczenie zawodowe)  
**in-house** (e.g. training) = done within a company  
**critical** = vital, very important  
**brief** = instructions, concise description
- Enter your solutions to this exercise in **Quiz 4**.

### 3. Listening comprehension: how consultancies work

- **Listen to** the attached audio file **Track 41 and do Ex. C, p. 75**.
- Check your answers with the key at the end of the class plan.
- **Listen to** the attached file **Track 42 and do Ex. D, p. 75**: please, additionally correct the false sentences.
- Check your answers with the key at the end of the class plan.
- **Listen to** the attached files **Track 44 and 44 and answer the questions below in full sentences**.  
**Attach your answers in a file to the Exercises done assignment.**

1. What is the second stage of the consultants' work?
2. Why is the input from customers important?
3. What options/solutions does the speaker mention for a company motivated to redesign their work?
4. What practical solutions does the speaker's company offer to its clients?

#### 4. FORUM:

To implement a consultant's advice/deliverable, the company needs cooperation from its staff at all levels: from senior managers down to low-rank employees.

- Why do you think staff may be resistant to the suggested changes?
- How can this resistance be overcome in your opinion?

**5. The deadline for this work is: 25.10.2020, time: 22.00.**

#### KEY

##### Ex. C, p. 75:

1. Order to cash
2. Should be delivering
3. Serving customers
4. Service they value
5. Level of quality
6. Features of the products / the products and services
7. Shape the way

##### Ex. D, p. 75:

1. F = Value Stream Mapping
2. T
3. F = looks at the period of time ... and at the levels of quality
4. T