

(2.12.2020) Consultants

Drodzy Studenci,

na zakończenie kursu zaplanowałam spotkanie video na ZOOMie, które odbędzie się 15.12. Zajęcia zaczną się o 13.15. Jeśli ta godzina nie pasuje wszystkim, proszę dać znać.

Dzięki temu spotkaniu będziemy mieli okazję porozmawiać w ramach Speakingu oraz nie załączę już dodatkowych materiałów na platformie.

W trakcie tych zajęć chciałabym dowiedzieć się od Was czegoś na temat pisanej aktualnie pracy inżynierskiej. Chodzi mi o zagadnienie, powód wybrania akurat tego tematu oraz zawartość pracy (bez drobnych szczegółów). Proszę zatem o przygotowanie się do zajęć pod tym kątem.

Mam nadzieję, że Wszyscy będą obecni. Byłoby bardzo miło spotkać się na zakończenie z całą Grupą.

1. In this class we are going to start off the subject of **business consulting**.

- To get into the subject we will start with a definition of a consultant's profession. To read it, please do **Quiz 1: translate the words in brackets into English. Write only the new words into the quiz boxes. Do not write any numbers. Put one space between the words.**

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 refer to **U 8 pdf file and 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)
scope = the range of things that a subject, activity, book etc deals with (=zakres tematyczny)
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
operational efficiency = how well/efficiently you work as a company
critical = vital, very important
brief = instructions, concise description
- Enter your solutions to this exercise in **Quiz 2: write only the words into the quiz boxes. Do not write any numbers. Put one space between the words.**

2. 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 43 and 44 and answer the four questions below in full sentences. Attach your answers in a file in the Exercises done assignment.**
 - What is the second stage of the consultants' work?
 - Why is the input from customers important?
 - What options/solutions does the speaker mention for a company motivated to redesign their work?
 - What practical solutions does the speaker's company offer to its clients?

3. 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?

4. Vocabulary practice

- To revise the vocabulary of consulting, please turn to the Consultants pdf file and do **Ex. A, p. 46.**
- Write your answers in **Quiz 3: write only a, b, c in the quiz boxes. Do not write words or complete sentences.**

5. The deadline for this work is: 8.12.2020, 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