

Title	First impressions
Module / Unit	1 / 1
Worksheet number	1
Type of activity	Ranking / Group discussion

You never get a second chance to make a good first impression.

*In your working life, what are the most important factors in forming a good or bad **first** impression of a new colleague? Rank the factors from 1 to 9 in order of importance, from most important (1) to least important (9). If you can think of any other factor, add this to your list. When you have finished, discuss your decisions and reasons with the other members of your group.*

- [.....] Clothes
- [.....] Perfume
- [.....] Voice
- [.....] Car
- [.....] Mobile phone
- [.....] Professional manner
- [.....] Nervous or confident?
- [.....] Friendly or cold?
- [.....] Physically attractive?
- [.....] (Other) _____

Notes

Title	People problems
Module / Unit	1 / 3
Worksheet number	2
Type of activity	Group discussion

If you visit another country, don't expect everyone to behave in the same way that you do.

In our working lives we have to deal with all kinds of people, whether we like them or not. Colleagues and clients may have very different cultures, personalities and attitudes from our own. Look at the situations that can arise from these differences and decide if you would find each situation Easy (E), Difficult (D), or Impossible (I). When you have finished, discuss your decisions and reasons with the other members of your group.

- [.....] Explain that you do not like the local food when visiting a foreign client .
- [.....] Tell a foreign visitor that his or her behaviour is not acceptable in this country.
- [.....] Find out what a foreign visitor is really thinking.
- [.....] Tell a colleague that he or she is not dressed appropriately.
- [.....] Help a colleague with his or her personal problems.
- [.....] Help a colleague with his or her computer.
- [.....] Sort out a disagreement between two colleagues.
- [.....] Deal with a difficult customer on the phone.
- [.....] Tell the boss that he or she is wrong.

Notes

Title	Getting to know someone
Module / Unit	1 / 5
Worksheet number	3 (Part A)
Type of activity	Pair work: role play

Pat Owen is visiting Alex Sanchez, who works at the Global Foods' head office in Mexico City. Pat is based at the company's UK subsidiary. The colleagues have spoken on the phone a few times but have never met. Alex is driving Pat from the airport to his / her hotel.

Take the part of Alex and role-play the conversation they have on the way to the hotel. Ask Pat questions about himself/herself and answer Pat's questions using the information below.

Role A: Alex Sanchez

31 years old

Lives in Mexico City

Single

5 years at Global Foods

Favourite food: Italian

Interests: cinema, beach, friends

Speaks Spanish, English, Italian, French

Mother is Italian; has Mexican and Italian passports

Visited London last year for Wimbledon

'So ... tell me something about yourself, Pat ...'

Notes

Title	Getting to know someone
Related module	1
Worksheet number	3 (Part B)
Type of activity	Pair work: role play

Pat Owen is visiting Alex Sanchez, who works at the Global Foods' head office in Mexico City. Pat is based at the company's UK subsidiary. The colleagues have spoken on the phone a few times but have never met. Alex is driving Pat from the airport to his / her hotel.

Take the part of Pat and role-play the conversation they have on the way to the hotel. Ask Alex questions about himself/herself and answer Pat's questions using the information below.

Role B: Pat Owen

49 years old

Lives in Wimbledon (South West London)

Married to an Italian

2 children: Ben (14) and Sonia (7)

1 year at Global Foods

Vegetarian

Interests: cinema, tennis

Not comfortable in very hot weather

Speaks English, Italian, a little Spanish

Never been to Mexico but loves Spain

'So ... tell me something about yourself, Alex ...'

Notes