Business Spotlight

Kommunikation

How to Improve Your Conference Calls

Für Einsteiger
Presenting your projects

Grammatik
Using “some” and “any”
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t zum Vorzugspreis.

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Time to call!
Many people dislike telephoning in a foreign language. You can’t see the other person and judge their reaction to what you’re saying. And with mobile phones, there can also be problems with the reception, making it hard to hear what someone says. These problems are magnified in the case of conference calls, with multiple participants. In this issue of Business Spotlight Plus, we provide you with exercises on how to organize your conference calls more effectively (pp. 8–11). We also look at how to present projects at work (pp. 6–7) and at the language of projects (pp. 18–19). As always, you will also find exercises for both listening comprehension (p. 15) and reading comprehension (pp. 16–17). And, of course, there’s a short test on all these topics (pp. 20–21).
The airport lounge

In English on the Move (p. 64), we present the language you will need when checking into an airport lounge. You can practise what you have learned here.

1. Discussing the facilities

Complete the dialogue by underlining the correct options.

Robert: I've only just signed up for (A) access / excess to this lounge. Can you tell me about the facilities?

Receptionist: Certainly. We have a bar where you can (B) take / help yourself.

Robert: And are the drinks and (C) chews / nibbles free or do I have to pay for them?

Receptionist: They're free. We also have some (D) inclining / reclining chairs if you want to relax.

Robert: Do you have a quiet (E) zone / function where I can work undisturbed?

Receptionist: The (F) workstations / workpoints are just over there on the right.

Robert: So that’s where I can (G) plug / charge in my computer?

Receptionist: That’s right. I’ll give you the password to (H) contact / connect to our complimentary Wi-Fi.

2. Checking in

Complete the sentences below with six of the words from the list.

access | beverages | fee | join | list | reception | screens | sign

A. It's important to keep an eye on the departures ____________________________.

B. You can help yourself to the snacks and ____________________________.

C. You can pay a yearly membership ____________________________.

D. You can ____________________________ in to the lounge online.

E. Show your membership card at the ____________________________ desk.

F. Membership gives you ____________________________ to a range of services.

Tip
Checking into an airport lounge gives you the chance to relax in a calm atmosphere before a flight.
3. The lounge

First, read the text below, then answer the questions at the bottom of the page.

- An airport lounge is the ideal place for you to escape the din of crowded departure terminals. So whatever airline or class of travel, outbound or return, start your journey at the airport by checking into a lounge.

- Pre-booking guarantees you access to an airport VIP lounge from as little as £13.50. Relax before boarding, help yourself to a range of light refreshments and drinks, kick back in comfortable seating, log on to Wi-Fi and enjoy the wait.

- Make your outbound and return flight that little bit more special by using the range of complimentary facilities a lounge has to offer.

- To complement the peace and quiet of an airport lounge, the comfortable seating, free light refreshments, not to mention a good selection of alcoholic drinks at most lounges, you will also find lots to occupy you. Some lounges provide a games area with video games or pool.

- Keep in touch with the world via Wi-Fi, TV and a selection of newspapers and magazines. For the weary traveller, many lounges provide shower facilities to freshen up. Some even offer relaxing spa treatments.

- The more exclusive lounges provide services such as en-suite bedrooms, games rooms, separate children’s play areas or a mini-cinema. Sometimes, you can even find a gym!

Decide whether the following statements about airport lounges are true or false.

<table>
<thead>
<tr>
<th></th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Airport terminals are noisy and crowded.</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>B. You can use an airport lounge only when departing from an airport.</td>
<td>☑</td>
<td>☐</td>
</tr>
<tr>
<td>C. You don’t pay more than £13.50 for the use of a lounge.</td>
<td>☑</td>
<td>☐</td>
</tr>
<tr>
<td>D. The seats in the lounge allow you to relax.</td>
<td>☑</td>
<td>☐</td>
</tr>
<tr>
<td>E. Most of the services in the lounge are free.</td>
<td>☑</td>
<td>☐</td>
</tr>
<tr>
<td>F. There may be a lot to do in a lounge.</td>
<td>☑</td>
<td>☐</td>
</tr>
<tr>
<td>G. You can go swimming in some lounges.</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>H. Some lounges provide bedrooms with their own bathrooms.</td>
<td>☑</td>
<td>☐</td>
</tr>
</tbody>
</table>
Presenting your project

In Easy English (pp. 54–55), Mike Hogan provides advice and tips for presenting your project in English. Here, you can practise some of the language you’ll need for this.

1. Visual support

Match the diagrams below to their names.

- A. line graph
- B. bar chart
- C. column chart
- D. pie chart
- E. flow chart
- F. Venn diagram

2. Giving updates

Complete these sentences with the correct forms of the present perfect.

A. We ............................................. (see) the latest report.

B. We ............................................. (start) the next phase.

C. I ............................................. (not meet) our new team members yet.

D. I ............................................. (not be able) to reach her by phone. I’ll try again later.

E. He ............................................. already ............................................. (encounter) some difficulties with the new system.
3. Tips for presentations

Match the following sentence halves to create tips for presenting project updates.

A. Keep it short… 1. most important information.
B. Allow time… 2. when you need it.
C. Focus on the… 3. and simple.
D. Ask for support… 4. for discussion.

A– ; B– ; C– ; D–

4. Checking understanding

Complete these sentences with the correct words from the box to form sentences you can use to check that your audience understands what you have said.

clear | follow | mean | questions | sense | sound | through | with

A. How does that……………………………………….?
B. Is that………………………………………………?
C. Does that make………………………………………?
D. Are you………………………………………………me so far?
E. Do you………………………………………………me?
F. Do you know what I…………………………………?
G. Are there any more…………………………………at this point?
H. Shall I go……………………………………………..that again?
In “Dialling in for success” (pp. 40–46), Bob Dignen looks at how audio conference calls can be made more effective so that all the participants understand the process and feel that they are taking part in a productive meeting. Here, you can practise the language involved.

1. Key vocabulary

Circle the correct answer in each case.

A. An effective conference call needs a good moderation / facilitator.
B. Many people prefer person-to-person / face-to-face meetings.
C. Meeting participants often have short attention spans / gaps.
D. You need to speak aloud / up so that everyone can hear what you are saying.
E. It’s important that the conference be kept on track / the rails by a good leader.
F. The conference-call facilitator should jump / fill in whenever necessary to prevent misunderstandings.
G. The leader should clarify any ambitious / ambiguous statements.
H. If you need time to think, you can always go on silence / mute for a short time.

2. The conference call

Choose the correct words to complete the sentences below.

confirm | contribute | embedded | engaged | ensure | gauge | outcomes

A. The conference call participants need to feel .................. in the process.
B. Conference calls have become .................. in our working lives.
C. The participants want to have clear .................. from the conference call.
D. Everyone should .................. to the meeting.
E. You should .................. the date and time of the next call at the end of the meeting.
F. It’s sometimes difficult to .................. whether people understand what is being said.
G. Leaders need to .................. that any decisions are implemented.
3. Useful verbs

During a conference call, certain procedures are vital. Add the correct verb at the end of each description.

clarify | go on mute | review | update | wrap up

A. give participants the latest news
B. explain so that people understand
C. silence a piece of equipment
D. look at a situation to see if changes are needed
E. bring to a conclusion

4. Describing a conference call

Match the definitions (A–G) to the words they describe (1–7), all of which relate to what takes place in a conference call.

A. a short meeting to share information
B. a list of points to be discussed in a meeting
C. rules and behaviours to be followed
D. an alternative arrangement to be used if something goes wrong
E. difficult to hear
F. a special word, name or number you need to enter an internet site
G. information that helps solve a problem

A–; B–; C–; D–; E–; F–; G–
5. Participating in a conference call

Rearrange the words to create sentences about how to conduct an effective conference call. The first word is given.

A. Participants / in / meeting / need / advance / be / prepared / to / a / of

B. Do / people / more / a / not / call / than / eight / to / invite

C. Start / by / good / creating / meeting / atmosphere / the / a

D. The / should / way / direct / run / facilitator / meeting / is / the / the

E. It / practice / before / good / name / to / your / is / speaking / say

F. Encourage / you / not / to / interrupt / they / do / understand / if / people

G. Ask / minutes / speak / for / people / than / longer / no / to / two

6. True or false?

Decide whether the following statements about conference calls are true or false.

<table>
<thead>
<tr>
<th>Statement</th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. In a conference call, silence is usually a sign of agreement.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Telephone conferences can be more difficult to facilitate than videoconferences.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. It’s best to start the meeting by discussing the agenda.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. The best way to make sure everyone has understood everything is to send out the minutes of the meeting.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The cost of (A) **videoconferencing** is often (B) **prohibitively** high. This means that many (C) **organizations** still use audio conferencing even if this brings with it several (D) **visual** problems. There is a lack of (E) **visual** clues and it’s hard for participants to (F) **concentrate** when they can only hear the others.

You need to think about the (G) **aspects** of the call. Conference calls often fail because of basic organizational (H) **logistics**. For example, some people (I) **dial** in from a noisy environment. Other people are in a(n) (J) **location** with a weak or (K) **intermittent** signal. These (L) **potential** problems should be dealt with immediately.

Good (M) **preparation** for a conference call takes time and this is a key (N) **challenge**. But we need to ask what the (O) **potential** will be if we don’t (P) **invest** this time. Failing to prepare properly in the (Q) **logistics** process can cause significant problems later.
Using “some” and “any”

On our Grammar page (p. 58), we take a closer look at the many uses of “some” and “any”. Learn more by doing the exercises below.

1. Which word is it?

Underline the best options in bold.

A. Could you give me some / any help with these boxes, please?
B. I don’t need some / any help, but thanks for asking.
C. He managed to complete the project without some / any help.
D. My husband never has some / any time for his family.
E. Some / Any man asked for you this morning — he didn’t give his name.
F. If I’m not available, you can ask some / any of my colleagues to help you.

2. What does it mean?

What does “some” mean in each sentence below? Replace each instance of the word “some” with one of the expressions from the box.

a | about | a little | a remarkable | part | quite a lot of

A. The company was founded (some) .............................................. 30 years ago.
B. I read in (some) .............................................. book that he inherited the business from a distant relative.
C. We should reinvest (some) .............................................. of the money.
D. It takes (some) .............................................. courage to start your own business.
E. Could you lend me (some) .............................................. money?
F. Wow — that was (some) .............................................. speech, wasn’t it?
3. Affirmative or negative meaning?

Put “some” or “any” in the right place in each sentence below.

A. She managed to complete the project without help.
B. There’s still money left, although it’s not much.
C. I’m never going to order products from that company again!
D. He refused to accept help.
E. Apparently, he has experience working in the fashion industry.
F. I doubt that there is champagne left.

4. What’s the idiom?

The sentences 1–8 include an idiomatic expression (marked in bold) with either “some” or “any”. First, look at the definitions A–H, then match each definition to the idiomatic expression with the same meaning.

A. not interested
B. partly, but not completely
C. not understand something, even if it has been explained
D. and a lot more than that
E. in a careless and untidy way
F. no worse than any other time
G. at a particular time or stage of development
H. some people have all the luck, but not me

1. I’d worked there for years, but at some point, I felt it was time to move on.
2. He talked on and on, but in the end, we weren’t any the wiser.
3. The flight was delayed for five hours and then some.
4. A business trip to Bermuda? It’s all right for some!
5. I tried to explain why I’d done it, but he wasn’t having any of it.
6. I agree with you to some extent, but there are several factors to consider.
7. Hey, don’t just dump those files on my desk any old how!
8. Let’s do it now. This is as good a time as any.
In our Intercultural section (pp. 26–33), we take a closer look at Israel. Here, you can test your knowledge of this country.

1. Facts and figures

Israël is often in the news these days. Choose the correct answers to these questions about past and present facts.

A. Who was the first king of the Israelites?
(1) David (2) Saul (3) Solomon

B. When was the state of Israel proclaimed?
(1) 1919 (2) 1960 (3) 1948

C. Who is the prime minister of Israel?
(1) Benjamin Netanyahu (2) Shimon Peres (3) Ariel Sharon

D. How often has Israel won the Eurovision Song Contest?
(1) four times (2) three times (3) twice

E. How much of Israel's land is privately owned?
(1) 50 per cent (2) 30 per cent (3) 10 per cent

F. How much saltier than the ocean is the Dead Sea?
(1) 8.6 times (2) 5.6 times (3) 3.6 times

G. Which neighbouring countries have diplomatic relations with Israel?
(1) Lebanon and Jordan (2) Egypt and Jordan (3) Egypt and Syria

2. Did you know?

Are these statements about Israel true or false?

<table>
<thead>
<tr>
<th>Statement</th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hebrew was a dead language until the 19th century.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Military service is compulsory for men but voluntary for women.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Einstein was once offered the position of president of Israel.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Judaism is the fourth-largest religion in the world.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Every Jew has the right to emigrate to Israel.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The official languages of Israel are Hebrew and Arabic.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Israel has one of the highest concentrations of high-tech and start-up companies in the world.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The word “kosher”, which is used to describe food prepared or sold in accordance with the Jewish diet, means “special”.</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
These exercises are based on the article “Another day in (the) office” (Names & News, p. 9) and on an audio file that you can listen to online.

1. Three questions

Listen to the audio file and choose the right answers to these questions.

A. Why was Jacinda Ardern surprised at the reaction to her pregnancy?
   1. Because it’s not unusual for a female leader to have a baby while in office.
   2. Because she thought it was nothing out of the ordinary.
   3. Because she had warned the media she would be incapacitated.

B. What was special about Benazir Bhutto’s pregnancy?
   1. She was the first national leader to give birth while in office.
   2. She was the first elected world leader to take maternity leave.
   3. She took only six weeks maternity leave.

C. Who is Clarke Gayford?
   1. Jacinda Ardern’s husband.
   2. Jacinda Ardern’s partner.

2. True or false?

Listen again and decide whether the statements below are true or false.

<table>
<thead>
<tr>
<th>Statement</th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Jacinda Ardern told the media she would be incapacitated.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Her daughter’s middle name is the same as that of a mountain.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. In future, Maori will be taught in schools in New Zealand.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Similar, but different

Listen to the recording while looking at the text below. In four places, the text is different. Replace the words with those used by the speaker.

For Prime Minister Jacinda Ardern of New Zealand, having a baby while in office was nothing exceptional. When she announced her pregnancy in January of 2018, she was astonished at the reaction. “I’m just pregnant, not incapacitated;” she told the New Zealand news media.

In August, she went back to work after six weeks of maternity leave. Although she is not the first national leader to have a baby while in office — that was Benazir Bhutto of Pakistan in 1990 — Ardern is the first elected world leader to take maternity leave.

A. ........................................; B. ........................................; C. ........................................; D. ........................................
Everyone wants to know where this period of exponential technological change will take us, but how much attention is paid to what it is doing to us — to our bodies, minds and souls?

I am thinking in particular of our deep relationship with all things digital. According to a recent report by the UK telecoms regulator, Ofcom, Britons now spend an average of 24 hours a week online — almost twice as much as in 2007. The majority of that time is spent on mobile devices, with the average person fiddling with the phone for two hours and 49 minutes a day, rising to four hours a day for people aged 15 to 24.

We’re on our phones while watching TV, at the dinner table, walking down the street. Most of us instinctively feel this is not good. Many of us think we should moderate our own behaviour but find it hard to put our phones aside. More people ask whether our addiction to screens will be the “next tobacco”.

Well, I wouldn’t be surprised — and the worry should be that our children are even more hooked than we are. Parents may nag youngsters to put down their phones or tablets, but the fact is that, like all of us, kids are not in a battle against their own weakness but against the power of “persuasive design”, the expert mix of behavioural science and computer technology that digital services use to keep us addicted.

A fascinating study called “Disrupted Childhood”, published by the 5Rights Foundation, a British charity campaigning for the rights of children in the digital world, sounds the alarm for “the damaging effects of persuasive design on childhood”. It points to links with sleep deprivation, anxiety and negative effects on mental and physical development.

5Rights, which reports that 86 per cent of three to four-year-olds have access to a tablet, is calling for compulsive use of technology to be recognized as a public health issue and for industry to put the best interests of children first. This concern is echoed in the US, where the Center for Humane Technology — led by Tristan Harris, the former “design ethicist” at Google — describes how platforms “point AI-driven news feeds, content, and notifications at our minds, continually learning how to hook us more deeply”.

The organization offers nine tips for taking back control. One is to go greyscale — change your display to black-and-white because colourful icons reward the brain. I’ve done this and found that my phone is much less tempting, which as an adult who hoped she was rather more complicated I find both depressing and wonderful. But as the Center for Humane Technology tells us, to design humane technology, we need to start by understanding ourselves.
1. Match the expressions

Match these six expressions from the article to their explanations.

A. deep relationship 1. to try to overcome (a problem)
B. the “next tobacco” 2. to remove colours (from an image)
C. battle against 3. to become even more dependent (on something)
D. sound the alarm 4. the latest powerful addiction
E. hook more deeply 5. a very strong connection
F. “go greyscale” 6. to make people aware of something dangerous

2. True or false?

According to Elisabeth Ribbans, are the following statements true or false?

A. Fifteen- to 24-year-olds spend about 24 hours a week online.  
B. Children are in a battle against their own weakness.  
C. The persuasive design of digital devices can affect a child’s sleep.  
D. The digital industry is putting the interests of children first.  
E. Changing your screen to greyscale can help you have more control.

3. Key words

Complete each of the sentences below with one of these six verbs from the article (in red). Put the verb in the correct form.

fiddle | moderate | nag | publish | recognize | reward

A. His latest book was .................................. last month.
B. I intend to ........................................... the length of time I spend on my phone.
C. He was ............................................ for his bravery with a medal and a promotion.
D. Please don’t ........................................ with your phone at the dinner table.
E. His mother was always .................................. him to tidy his room.
F. We need to ........................................... the danger of using a phone when driving.
Wortschatz

The language of projects

The current issue of Skill Up! focuses on projects. Here, you can practise the vocabulary you’ll need for talking about and working on different kinds of projects.

1. Use the full verb

Complete the verbs in these statements with the correct options from the list below.

*carry* | *kick* | *over* | *stream* | *track*

A. So, now the customer wants us to fast-.......................... their project. How much time do we have?
B. To .................................. line the project, I suggest that we reduce the team in the test phase. If we do, however, we might need longer.
C. We’re hoping to hold a meeting to .................................. start the next project at the beginning of November.
D. If you want us to .................................. out the project this quarter, we will need more input this week.
E. We will need two new team members to .................................. see all the changes.

2. In English, please!

Translate the following sentences.

A. Diese Frage fällt eindeutig in mein Ressort.

B. Was meinst du? Sollten wir das Treffen am Freitag absagen?

C. Die Präsentation gefällt mir nicht. Sie könnte viel prägnanter sein.

D. Wir haben etwas Wichtiges übersehen!
### 3. A weekend of work

The scrum master has some news about a project. Complete the idiomatic phrases in her statement with the correct options.

Although we got the (A) **go-ahead**/*get-go* over a month ago, we still haven’t made much progress. Now, at the (B) **eleventh**/*twelfth** hour, the customer has requested some extra changes. I’d like to keep you all in the (C) **run**/*loop** about what this means for us as a team. I know you all have too much on your (D) **plates**/*heads** already, but I’m going to have to ask you if you can (E) **pitch**/*pack** in this weekend. I’d love to turn them down (F) **flat**/*full**, but they are too important to us as a customer. Who can lend a helping (G) **face**/*hand**?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>go-ahead</td>
<td>eleventh</td>
<td>run</td>
<td>plates</td>
<td>pitch</td>
</tr>
<tr>
<td>get-go</td>
<td>twelfth</td>
<td>loop</td>
<td>heads</td>
<td>pack</td>
</tr>
</tbody>
</table>

### 4. Who’s positive?

Projects have a better chance of being a success if the team members work closely together. Match these sentence halves to create statements that motivate.

A. We are committed...
B. We will have crystal-clear...
C. Do we have collective...
D. We’re all in...
E. Fantastic teamwork! Well...

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. bite-sized objectives.</td>
<td>2. done, everyone.</td>
<td>3. buy-in, everyone?</td>
<td>4. to making this work.</td>
<td>5. this together!</td>
</tr>
</tbody>
</table>

A = ; B = ; C = ; D = ; E =
What have you learned?

When you’ve completed all the exercises in this issue of Business Spotlight Plus, you can check your progress by testing yourself here.

ENGLISCH FÜR DEN ALLTAG (pp. 4–5)

1. In an airport lounge, you can escape the ................................ of a crowded terminal.
   (A) company  (B) fate  (C) din

2. Comfortable seating ................................ the peace and quiet.
   (A) completes  (B) complements  (C) compliments

3. Some lounges even provide shower .................................
   (A) facilities  (B) faculties  (C) facilitation

FÜR EINSTEIGER (pp. 6–7)

4. You can see the relative proportions on this pie .................................
   (A) chart  (B) map  (C) diagram

5. Can you ................................ the logic of my arguments?
   (A) fulfil  (B) complete  (C) follow

6. We need to ................................ on the most important points.
   (A) focus  (B) aim  (C) target

KOMMUNIKATION (pp. 8–11)

7. I didn’t quite understand all that. Can you ................................ it, please?
   (A) clarify  (B) clear  (C) clarity

8. It’s difficult to ................................ people’s reactions to new ideas.
   (A) meet  (B) meter  (C) gauge

9. John is very good at ................................ audio conferences.
   (A) representing  (B) restricting  (C) facilitating

10. Yesterday, our CEO gave us a short ................................ about the new project.
    (A) briefing  (B) information  (C) informant

11. Always dial in from a quiet ................................
    (A) local  (B) locality  (C) location
**What have you learned?**

<table>
<thead>
<tr>
<th>Test</th>
<th>GRAMMATIK (pp. 12–13)</th>
</tr>
</thead>
</table>
| 12. I never get .................................................................................................................................................. letters these days.  
  (A) any  
  (B) some  
  (C) few |
| 13. .................................................................................................................................................................................. everyone needs a new challenge in their work.  
  (A) At some rate  
  (B) At some point  
  (C) At any point |

<table>
<thead>
<tr>
<th>LAND &amp; LEUTE (p. 14)</th>
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</table>
| 14. In Israel, military service is .................................................................................................................................................. for women.  
  (A) compulsory  
  (B) voluntary  
  (C) free |

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<tr>
<th>HÖRVERSTÄNDNIS (p. 15)</th>
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| 15. Jacinda Ardern is not the first .................................................................................................................................................. leader to become pregnant while in office.  
  (A) elective  
  (B) election  
  (C) elected |

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<thead>
<tr>
<th>LESEN &amp; VERSTEHEN (pp. 16–17)</th>
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</table>
| 16. Young people seem to be .................................................................................................................................................. to their mobile phones.  
  (A) engaged  
  (B) addicted  
  (C) consumed |
| 17. Some children suffer from sleep .................................................................................................................................................. .  
  (A) deprivation  
  (B) deprecation  
  (C) dependence |

<table>
<thead>
<tr>
<th>WORTSCHATZ (pp. 18–19)</th>
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</table>
| 18. We should be able to kick- .................................................................................................................................................. the project next month.  
  (A) back  
  (B) over  
  (C) start |
| 19. The goals of the project should be .................................................................................................................................................. clear to everyone.  
  (A) crystal  
  (B) glass  
  (C) diamond |
| 20. In order for the project to go ahead, we need to get .................................................................................................................................................. -in from all the members of the board.  
  (A) fill  
  (B) buy  
  (C) sell |
ENGLISCH FÜR DEN ALLTAG (pp. 4–5)
The airport lounge.
1. Discussing the facilities
A. access = Zutritt
B. help (help oneself = sich bedienen)
C. nibbles ifml. = Knabberzien, Hängchen
D. reclining = nach hinten verstellbar
E. zone (quiet zone = Ruhebereich)
F. workstations
G. plug (plug sth. in = etw. anschließen)
H. connect (connect to sth. = sich mit etw. verbinden)

2. Checking in
A. screens
B. beverages = Getränke
C. fee (membership fee = Mitgliedsbeitrag)
D. sign (sign in to sth. = sich bei etw. anmelden)
E. reception
F. access = Zutritt; hier auch: Zugang

3. The lounge
B. False. You can also use a lounge when arriving. It is available for both outbound and return flights.
C. False. That’s the minimum price.
D. True. You can “kick back” in the seats.
E. True. They are “complimentary”.
F. True. You will find lots with which to occupy yourself.
G. False. But you might be able to play pool or have a spa treatment.
H. True. They are “en suite”.

FÜR EINSTEIGER (pp. 6–7)
Presenting your project
1. Visual support
A–2 (Linendiagramm)
B–5 (Balkendiagramm)
C–4 (Säulendiagramm)
D–6 (Tortendiagramm)
E–1 (Fluss-, Ablaufdiagramm)
F–3 (Mengendiagramm)

2. Giving updates
A. ’ve (have) ... seen
B. ’ve (have) started
C. haven’t (have not) met
D. haven’t (have not) been able
E. ’s (has) ... encountered

3. Tips for presentations
A–3; B–4; C–1; D–2

4. Checking understanding
A. sound
B. clear
C. sense

D. with
E. follow
F. mean
G. questions
H. through

KOMMUNIKATION (pp. 8–11)
Dialling in for success
1. Key vocabulary
A. facilitator = Sitzungs-, Konferenzleiter(in)
B. face-to-face = persönlich
C. spans (attention span = Aufmerksamkeitsspanne)
D. up (speak up = laut sprechen)
E. track (keep (things) on track = auf das Thema fokussiert bleiben)
F. jump (jump in = hier: sich einschalten)
G. ambiguous = unklar, zweihundertdeutig
H. mute (go on mute = die Stummschaltung aktivieren)

2. The conference call
A. engaged (feel engaged in sth. = sich bei etw. einbezogen fühlen)
B. embedded = eingebettet, verankert
C. outcomes = Ergebnisse
D. contribute = beitragen
E. confirm = bestätigen
F. gauge = einschätzen
G. ensure = sicherstellen

3. Useful verbs
A. update = auf den neuesten Stand bringen
B. clarify = klarstellen, erläutern
C. go on mute = die Stummschaltung aktivieren
D. review = überprüfen
E. wrap up = zum Abschluss bringen

4. Describing a conference call
A–2 (Instruktion, Unterweisung)
B–7 (Tagesordnung)
C–6 (Verhaltensregeln)
D–5 (Ersatzregelung)
E–1 (leise)
F–3 (Passwort)
G–4 (Hinweis, Anhaltspunkt)

5. Participating in a conference call
A. Participants need to be prepared in advance of a meeting.
B. Do not invite more than eight people to a call.
C. Start the meeting by creating a good atmosphere.
D. The facilitator should direct the way the meeting is run.
E. It is good practice to say your name before speaking.
F. Encourage people to interrupt you if they do not understand.

G. Ask people to speak for no longer than two minutes.

6. True or false?
A. False. Silence could also mean disagreement or a lack of understanding.
B. True. The facilitator cannot see the faces of the participants, so taking a more active role in managing the call is necessary.
C. False. You should open the meeting with a review of the aims before going into the details of the agenda.
D. False. Having minutes helps, but the best way is for the facilitator to have short one-to-one calls with participants after the conference call.

7. Conference-call considerations
Text 1
A. professional
B. prohibitively = hier: unschwinglich
C. organizations
D. potential
E. visual
F. concentrate

Text 2
G. logistics
H. aspects
I. dial (dial in = sich einwählen)
J. location
K. intermittently = nicht durchgängig verfügbar
L. quality

Text 3
M. preparation
N. challenge = Schwierigkeit
O. costs
P. invest
Q. communication

GRAMMATIK (pp. 12–13)
Using “some” and “any”
1. Which word is it?
A. some
B. any
C. any
D. any
E. Some
F. any

2. What does it mean?
A. about
B. a
C. part
D. quite a lot
E. a little
F. a remarkable
3. Affirmative or negative meaning?
A. She managed to complete the project without any help.
B. There’s still some money left, although it’s not much.
C. I’m never going to order any products from that company again!
D. He refused to accept any help.
E. Apparently, he has some experience working in the fashion industry.
F. I doubt that there is any champagne left.

4. What’s the idiom?
A–5 (sb. is not having any of it)
B–6 (to some extent = teilweise, zum Teil)
C–2 (not be any the wiser = nicht klüger sein)
D–3 (and then some)
E–7 (any old how = irgendwie, einfach so (ohne System))
F–8 (This is as good a time as any. = Es wird später nicht einfacher.)
G–1 (at some point = irgendwann (einsmal))
H–4 (It’s all right for some! = Andere haben immer Glück! Deren Glück möchte ich haben!)

5. True or false?
A. False. It is compulsory for both men and women (except for Orthodox Jews) to serve in the military.
B. False. It means “fit” or “appropriate”.
C. True. Israel has more than 3,000 companies, which is the second-highest number in the world after the US.
D. False. Persuasive design keeps them addicted (lines 16–17).
E. True. Colourful icons reward the brain (line 33).

6. What’s the meaning?
A. Exceptional = (einmal)
B. Astonished = (from sb.)
C. nagging (nag sb. (with sth.) = jmdn. (mit etw.) in den Ohren liegen)
D. Recognize = (other translations are possible.)
E. Carry out = durchführen
F. Oversee = überwachen

7. In English, please!
A. Published
B. Moderate = mäßigen
C. Rewarded
D. Fiddle (fiddle with sth. = jmdm. mit etw. herumspielen)
E. Colourful icons reward the brain (line 33).

8. Key words
A. Fast-track = beschleunigen
B. Streamline = streifen
C. Kick-start = anschieben
D. Carry out = durchführen
E. Oversee = überwachen

9. The language of projects
A. Use the full verb
B. Fast-track = beschleunigen
C. Streamline = streifen
D. Kick-start = anschieben
E. Carry out = durchführen
F. Oversee = überwachen

10. A weekend of work
A. Go-ahead (get the go-ahead = jmdm. (mit etw.) in den Ohren halten)
B. Streamline = streifen
C. Kick-start = anschieben
D. Carry out = durchführen
E. Oversee = überwachen

11. In English, please!
A. This issue clearly lies in/within my area of responsibility.
B. What do you think? Should we cancel the meeting on Friday?
C. I don’t like the presentation. It could be much more concise.
D. We’ve missed something important. (Other translations are possible.)

12. LESEN & VERSTEHEN (pp. 16–17)
The power of persuasive design
1. Match the expressions
A–5; B–4; C–1; D–6; E–3; F–2
2. True or false?
A. False. They spend four hours a day just on their phones (lines 8–9).
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