

**Ignore that cc and delete that inbox – email it on its way out**

You are going to listen to an article about using email at work. You will hear the text twice.

You have two minutes to read through the questions. After you have heard the text once, there will be a pause of one minute before you hear the text again. You will then have two minutes to finalize your answers. Do not tick more than the number of answers set in a task.

**1. Paraphrase the beginning of the article by filling in the correct word in each gap.**

Email \_\_\_\_\_ office life by allowing people to communicate with \_\_\_\_\_ and \_\_\_\_\_ without having to \_\_\_\_\_ them or \_\_\_\_\_ a letter.

to call • to change • coworker • customer • to mail

**2. Why do companies want to reduce the amount of email their employees use?**

- Because workers use it mostly for personal reasons.
- Because staff use too much time dealing with it.
- Because most workers say it isn't really useful.

**3. When you say who is doing something wrong in order to make them feel embarrassed, you ...**

- blame and name
- name and shame
- name and blame

**4. Match the people with their descriptions.**

- |                    |   |
|--------------------|---|
| a) Nick Atkin      | 1. Chief executive of Procure Plus                |
| b) Mike Brogan     | 2. Professor at Manchester Business School        |
| c) Ryan Holmes     | 3. Chief executive of Hootsuite                   |
| d) Sir Cary Cooper | 4. Chief executive of the Halton Housing Trust    |
| e) David Burkus    | 5. Associate professor at Oral Roberts University |

a) \_\_\_ b) \_\_\_ c) \_\_\_ d) \_\_\_ e) \_\_\_

**5. What does Ryan Holmes think will replace email for millennials?**

**Hinweis:** Sie können Ihre Vorlage aus den World and Press Übungsmaterialien für Ihren eigenen Unterricht gerne vervielfältigen. Ihre Zugangsdaten dürfen Sie jedoch nicht an Dritte weitergeben. Jede Art der Mehrfachnutzung Ihres persönlichen Abos verstößt gegen das Urheberrecht.

**6. The following quote from Sir Cary Cooper contains several mistakes. Find the mistake on each line, underline it, and write the correction on the right.**

a) The UK was quick to adapt digital technology	
b) and the World's Economic Forum says	
c) the UK has the highest digital use per person	
d) of the major economy. Smartphones have just	
e) made things worse with people constantly	
f) checking their inboxes wherever they are –	
g) during dinner, on holidays, everywhere.	
h) It is affecting everyone badly, their health	
i) and their happiness as well as their productivity.	

**7. How has each of the following companies tried to reduce email?**

a) Halton Housing Trust	1. By saying it should only be used after trying other methods of communication
b) Procure Plus	2. Turns off its server in the evening
c) Volkswagen	3. Prevents workers from receiving email on holiday
d) Daimler	4. By naming and shaming its highest email users

a) \_\_\_ b) \_\_\_ c) \_\_\_ d) \_\_\_

**8. What rules has the Halton Housing Trust made in order to reduce the use of email?**

- a) Limit \_\_\_\_\_ such as “reply to all” and “cc”.
- b) Check external emails \_\_\_\_\_.
- c) Set up an auto-response warning clients \_\_\_\_\_.

**9. Why isn't clearing out your inbox really ultra-productive, according to David Burkus?**

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**10. The general tone of the article is ...**

- negative about the use of email.
- neutral about the use of email.
- positive about the use of email.

## SOLUTIONS

**1. Paraphrase the beginning of the article by filling in the correct word in each gap.**

Email changed office life by allowing people to communicate with coworkers and customers without having to call them or mail a letter.

**2. Why do companies want to reduce the amount of email their employees use?**

- Because workers use it mostly for personal reasons.
- Because staff use too much time dealing with it.
- Because most workers say it isn't really useful.

**3. When you say who is doing something wrong in order to make them feel embarrassed, you ...**

- blame and name
- name and shame
- name and blame

**4. Match the people with their descriptions.**

a) Nick Atkin	1. Chief executive of Procure Plus
b) Mike Brogan	2. Professor at Manchester Business School
c) Ryan Holmes	3. Chief executive of Hootsuite
d) Sir Cary Cooper	4. Chief executive of the Halton Housing Trust
e) David Burkus	5. Associate professor at Oral Roberts University

a) 4 • b) 1 • c) 3 • d) 2 • e) 5

**5. What does Ryan Holmes think will replace email for millennials?**

Social media networks.

**6. The following quote from Sir Cary Cooper contains several mistakes. Find the mistake on each line, underline it, and write the correction on the right.**

a) The UK was quick to <u>adapt</u> digital technology	adopt
b) and the <u>World's</u> Economic Forum says	World
c) the UK has the highest digital use per <u>person</u>	capita
d) of the major <u>economy</u> . Smartphones have just	economies
e) made things <u>worse</u> with people constantly	even
f) checking their <u>inboxes</u> wherever they are –	inbox
g) during <u>dinner</u> , on holidays, everywhere.	family
h) <u>It is</u> affecting everyone badly, their health	It's
i) and their happiness <u>as well as</u> their productivity.	and also

**7. How has each of the following companies tried to reduce email?**

- |                         |   |
|-------------------------|---|
| a) Halton Housing Trust | 1. By saying it should only be used after trying other methods of communication |
| b) Procure Plus         | 2. Turns off its server in the evening  |
| c) Volkswagen           | 3. Prevents workers from receiving email on holiday                             |
| d) Daimler              | 4. By naming and shaming its highest email users                                |

a) 4 • b) 1 • c) 2 • d) 3

**8. What rules has the Halton Housing Trust made in order to reduce the use of email?**

- a) Limit the use of functions such as “reply to all” and “cc”.
- b) Check external emails only once or twice a day.
- c) Set up an auto-response warning clients not to expect prompt replies.

**9. Why isn't clearing out your inbox really ultra-productive, according to David Burkus?**

Because deleting emails isn't people's sole job at work.

**10. The general tone of the article is ...**

- negative about the use of email.
- neutral about the use of email.
- positive about the use of email.



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