

11a | *Management tips*



MANAGING YOUR TIME

- 1 Start every day by making a list of what you mean to accomplish.
- 2 Prioritise tasks.
- 3 Don't plan every minute – leave some free time.
- 4 Try not to touch any piece of paper more than once.
- 5 Every so often, write down everything you did during the day.

HOW TO DELEGATE

- 1 Tell people what to do, not how to do it.
- 2 Set clear parameters: resources, deadlines, quality requirements.
- 3 Do not underestimate difficulties.
- 4 Be ready to help – but don't take over.
- 5 Have frequent informal discussions of the task.

EFFECTIVE SELLING

- 1 Listen more than you speak.
- 2 Say things the person will agree with: get them to say 'yes' as often as you can.
- 3 Talk about benefits rather than features.
- 4 Always ask for the order.
- 5 Don't try to force anyone to buy.

NEGOTIATING TO WIN

- 1 Be sociable.
- 2 Don't make concessions early.
- 3 Look for ways you can help the other side achieve their objectives.
- 4 Explore a wide range of possibilities before deciding.
- 5 Confirm all agreements in writing.

PERFORMING WELL IN MEETINGS

- 1 Listen to others.
- 2 Ask clarifying questions and summarise the situation frequently.
- 3 Give direct replies to questions.
- 4 Be supportive of other participants.
- 5 Never lose your temper – though you may sometimes pretend to.

ACHIEVING SUCCESS IN LARGE COMPANIES

- 1 Choose bosses who are winners.
- 2 Recruit excellent people.
- 3 Analyse the culture of the company.
- 4 Don't be frightened of making unpopular decisions.
- 5 Develop a network of contacts.

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Worksheet

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ACTIVITY

Groupwork and pairwork: reading, speaking

AIM

To discuss some tips for effective management and give brief presentations to the rest of the class.

GRAMMAR AND FUNCTIONS

Expressing purpose

VOCABULARY

accomplish, prioritise, parameters, resources, deadlines, task, benefits, features, concession, objective, confirm, clarify, participant, winner, recruit, culture, network

PREPARATION

Make copies of the worksheet and cut them up as indicated so as to provide one list of tips for each pair in the class. If you have fewer than twelve students choose the tips you think they will find most interesting.

TIME

20-30 minutes

PROCEDURE

- 1 Write on the board: *Tips for driving safely.*
- 2 Ask the students if they have any advice they would give a novice. Elicit a few tips. Write them on the board and ask the students to explain the reason for each tip. For example *Don't drive too close.*
- 3 Tell the students they are going to prepare and give presentations of helpful tips for managers.
- 4 Divide the class into pairs.
- 5 Give each pair a list of tips.
- 6 Ask the students to go through the list deciding what the reason is for each one and putting it into words. If they don't know, let them leave it. They can also add extra advice if they wish and have time.
- 7 After 5 minutes, tell them that they will have to present their tips and explain them to the rest of the class: both students in each pair should speak.
- 8 Give them a couple of minutes to plan the presentation and then ask each pair in turn to give their presentation. Have a quick question time at the end of each one and allow discussion to develop if the students are interested in the theme.

FOLLOW-UP

Students write tips for dealing with their own jobs, their bosses' jobs or jobs they would like to do.