

Emails

Before you watch

A

Work in pairs. Discuss the questions about emails.

1. Approximately, how many work emails do you ...
...receive each day?
...send each day?
2. Approximately, how much time a day do you spend reading and writing emails?

Video

A

Watch the first interview with Anne. Decide if the sentences are true (T) or false (F).

1. She prefers emails to phone calls because she is not always sure what she is going to say. T / F
2. She thinks there is a risk that people won't understand when she speaks. T / F
3. If she has to speak on the phone, she sends an email before speaking. T / F

B

Watch the next two interviews and choose the correct word to complete the sentences.

Jason **definitely / occasionally** prefers to **talk to / email** people. He thinks that often things in emails **are unclear / come across easily**. His **advice / comment** to people in his team is **always / never** speak on the phone first, especially if the subject is challenging.

Prad says that it depends on the **person / situation**. Some customers **phone / email** him and expect **an email / a phone call** in reply. He prefers to **phone / email** people and thinks that **phoning / emailing** is becoming less common.

C

Watch the people discussing how achievable it is to answer every email and identify who would agree with the following statements.

	Asif	Jason	Kristina	Tolani
1. It's not very useful to try and answer all your emails.				_____
2. I think answering all your emails is possible, but not a good idea.				_____
3. I see which emails are important and I need to focus on.				_____
4. In the future, emails will be less important.				_____
5. Answering all your emails is very achievable.				_____
6. It is important to decide not to answer emails.				_____

D

Watch the final part of the video and complete the different ways the speakers say that they sign off their emails.

Asif: 1. B _ _ _ t

Prad: 2. M _ _ _ y th _ _ _ _ s

Chris: 3. S _ _ _ _ _ _ _ ly

4. R _ _ _ _ _ _ s

5. C _ _ _ _ _ s

6. T _ _ _ _ _ s

Kristina: 7. K _ _ _ d r _ _ _ _ _ _ s

8. B _ _ _ t r _ _ _ _ _ _ s

9. H _ _ _ e a g _ _ _ d w _ _ _ _ _ _ d

Language focus

A

Mark the verbs you can use with emails.

answer check feel follow mean open prioritise read search send write

B

Match the adjectives to the definitions.

- | | |
|---------------|---|
| 1. productive | a. requiring immediate action |
| 2. urgent | b. capable of being done |
| 3. effective | c. being positive or fruitful |
| 4. achievable | d. no longer important |
| 5. advisable | e. successful in producing an intended result |
| 6. irrelevant | f. worthy of being recommended |

C

Match the parts to make sentences about emails.

- | | |
|--|---|
| 1. It's not productive to answer | a. answer the urgent ones immediately. |
| 2. I check my emails on my way to work | b. to see what is urgent. |
| 3. I prioritise my emails and | c. as a medium for communication. |
| 4. It's achievable to answer all your emails | d. you wouldn't be an effective professional. |
| 5. if you answered every email you received | e. but not advisable. |
| 6. Email will soon be irrelevant | f. all the emails you receive. |

Communication focus

A

Work in a small group or with a partner and discuss your views about emails.

Mention some of the following if you wish:

- whether you prefer sending emails or making phone calls. Give your reasons.
- whether not responding to emails is a sign of efficiency
- whether you think it achievable or productive to answer all your emails.
- whether you prioritise your emails and only answer the important ones.
- whether you think that emails will die out soon.

Useful language

I prefer... because

I don't believe it's...

I think it's...

I quickly check...

I prioritise...

I feel that...