

Emails

Before you watch

A

Read some information taken from a survey about the use of work emails in the US and discuss them with a partner. Then share your views with the class.

A recent survey by Adobe¹ found out the following about the American respondents:

- 91% check their email at work.
- 87% check their work email at home.
- They spend an average of six hours a day checking emails or 30 hours a week.
- 50% check their email in bed, 42% check their email on the toilet, and 50% while on holiday.

Video

A

Watch the first interview with Anne and correct the false information in the following statements.

1. She prefers emails to phone calls because she knows that everyone understands how to use emails.
2. She thinks that the message is always clearer when speaking because she can start again.
3. If she has to speak on the phone, she sends an email before speaking.

B

Watch the next two interviews with Jason and Prad and answer the questions.

1. What does Jason prefer, emails or phone calls? _____
2. What does he say often happens with emails? _____
3. What is his advice to people in his team? _____
4. Why does Prad not always communicate with people in the same way?

5. When do his customers expect to receive an email? _____
6. What does he think will happen to phone calls in the future? _____

¹ Information about Adobe survey taken from <https://techcrunch.com/2015/08/27/study-42-of-americans-check-their-email-in-the-loo/?ncid=rss&guccounter=1>

C

Watch the people discussing how achievable it is to answer every email and select the most accurate summary of their opinion.

Tolani

1. It is better to select the most urgent emails and focus on them than try to answer them all.
2. I go back and answer all my emails to make sure I get everything done.

Kristina

1. The chance of you sending an email is very high.
2. Answering all your emails is very achievable because when people email, it means they are interested.

Asif

1. The definition of somebody who is effective at work is their ability to answer emails.
2. Answering all your emails is possible, but not a good idea. It is better to learn to say no.

Jason

1. In the future, email will be less important.
2. People prefer email because it is interactive.

D

Watch the final part of the video and write nine ways the speakers sign off emails.

Asif: 1. _____

Prad: 2. _____

Chris: 3. _____

4. _____

5. _____

6. _____

Kristina: 7. _____

8. _____

9. _____

Language focus

A

Write six verbs that you can use with emails.

1. a _____ emails
2. c _____ emails
3. o _____ emails
4. p _____ emails
5. s _____ emails
6. w _____ emails

B

Complete the sentences with adjectives by using the bold base words provided.

1. It is really _____ to spend all day responding to emails. **produce**
2. This email is _____ and must be dealt with immediately. **urge**
3. I would not recommend answering all your emails even if it is _____. **achieve**
4. Answering all your emails is _____ because you should know how to say no. **advise**
5. If you want to be _____ in your job, you should say no to responding to emails. **effect**
6. Emails will be _____ in the future — people prefer immediate communication. **relevant**

C

In pairs, answer the questions below using the verbs and adjectives from exercises A and B.

1. How achievable is it to answer all the emails you receive in a day?
2. How do you react to urgent emails?
3. Which category of emails do you typically prioritise?
4. What is the most effective way to communicate in the office?
5. What approach to emails would you say was the most advisable?
6. How relevant will emails be to office communication in the future?

Communication focus

A

Work in groups on a presentation on the best way to communicate in the office.

Use your answers to *Language focus C* to inform your presentation.

Mention the following:

- different forms of communication: phone calls, emails and others.
- the daily amount of emails in your inbox and the time you spend reading and writing emails.
- the most effective way to prioritise your time reading and answering emails
- your views on the future of email as a medium of communication.