# Jaime Santana CURRICULUM: Business Interactions 2 - 1p summary	Remote document color code and components Remote doc template 2023
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Eval reports:	Remotes:

Date / Consultant: **Jan 22, 2026** **Karen**

Lesson number/week: 15-5

Topic: Identifying and activating mutual team member interests.

Grammar:

Vocabulary for Persuasive expression

aim: **Client is able to communicate with coworkers to work as a team.**

Catch-up/Homework review:

Workspace:

Here's the link:

Finding Similar Goals

Instructions:

Read the situations. Write **ONE short sentence** using **we**.

Useful language:

- **we** both want…
- **our** goal is…
- **we** want to…

Situations:

1. You want to finish early. Your coworker wants less stress.
   → _____**We both** want to finish work efficiently on time and reduce stress._____

Stress

Estart- Start

Snake

Skill

2. You want better organization. Your coworker wants fewer mistakes.
   → ____**Our** goal **is** working/ **to work** efficiently **to** achieve better results_____

3. You want good results. Your coworker wants recognition.
   → _____We want to achieve our goals_____

   →**We** want to have the best results in the company.

4. You want teamwork. Your coworker wants support.
   → ____We want a good organizational **environment** "_____

Simple Persuasion

Instructions:
Answer using **ONE sentence**. Keep it **simple and clear**.

Useful expressions:

- Let's…
- It's better if we…
- This helps us…
- We can…

1. Ask a coworker to help you.
   → ____This helps us to be better.. To have better results…____

2. Suggest working together on a task.
   → ____We can work it out **together**..._____

3. Explain why teamwork is good.
   → __It's better if we work together because it helps us to do fewer tasks___

4. Motivate a teammate politely.
   → ___Let's do this together/ Let's **support** each other ____

Mini Team Scenario

Instructions:
Read the situation and answer the questions with **short sentences**.

Situation:
Your team has a lot of work and little time.

1. What is the team's shared goal?
   → ____Finish work on time efficiently _____

2. What can you say to unite the team?
   → _____Let's support each other____

3. What persuasive sentence can you use?
   → ___Let's go, we can work it out____

RAPID FIRE QUESTIONS

→ Achieve better result in sales
→ Because **working together** can give us better results
→ My role **is** to be the leader of my team **and** to obtain better results
→I feel good. Satisfied. Motivated. Pleased.
→ I talk with **them** and listen to **their** situation/problems…

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Adverbs - I want to speak English **fluently** **Subject pronouns…** **Possessive subjects…**	Merriam-Webster Achieve - lograr Weather - clima Environment - hambiente Listen Hear

Homework:
Write **5 short sentences** you can use at work to promote teamwork.

Date / Consultant: Jan 16, 2026 **Bernardo**

Lesson number/week: 14-5

Topic: Polite statements and intonation

aim: to give an educated point of view with the right **intonation**.

Catch-up/Homework review:

Workspace:

Here's the link: https://meet.google.com/ipn-yyiq-bqh

Let's start here:



Let's check the intonation

1. Polite Requests (The Rising ↗️)

When you ask for **help** or **permission**, let your voice go up at the end.

- "Excuse me, Do you have a **minute**?" ↗️
- "Could you help me with **this**?" ↗️
- "Is it okay if I sit **here**?" ↗️
- "Would you mind closing the **door**?" ↗️

2. Polite Statements (The Soft Falling ↘️)

When you give an answer or a suggestion, let your voice go down gently. This sounds calm and confident.

- "I would be happy to help." ↘️
- "That sounds like a great idea." ↘️
- "I believe we are ready to start." ↘️
- "I understand your point of view." ↘️

Dialogue Practice

*Speaker A: "Hi there! Do you have the **time**?"*
Speaker B: "Yes, it is exactly three o'clock."
*Speaker A: "Could you tell me where the elevator **is**?"*
Speaker B: "It is just around the corner."
Speaker A: "Thank you so much for your help!"

Now let's practice, you are gonna ask me for help on a project. Focus on fluency and intonation

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** Merriam-Webster

Homework:
Send me and audio (2 minutes) Requesting help, be polite and use the right intonation

Date:Jan 14th Jared December 8th / Consultant: Eka DNH

Lesson number: #13 /week: #4

Topic: Workplace relationships

Aim: Describe work relationships.

Catch up/Homework review: WORKSPACE:

Link to class: https://meet.google.com/rvu-qpkf-pkf

Work relationships: Bridges and boundaries

1. Name one key similarity and one key difference between relationships with colleagues and friendship. Consider the aspects below.

trust | communication | personal boundaries | support

2. Discuss the questions.

• What factors contribute to people forming closer or more connected relationships with certain colleagues at work?
• Do you think it's important for co-workers to know each other on a personal level? Why/Why not? Should colleagues build relationships and meet outside of work?
• How do people balance maintaining professionalism and building personal connections with their co-workers?
• How might relationships with colleagues impact work performance or workplace atmosphere?
• Do you think the way we view workplace relationships has changed over time? What makes you think so?

3. Look at the listed practices and do the tasks below.

visible tattoos, piercings, and bold hairstyles | working from unconventional locations | flexible work hours

discussing personal issues and expressing emotions | casual language and communication styles

A. Say how common these practices are in your workplace or industry.
B. Discuss how they affect workplace relationships.
C. Think of more practices that might have an impact on workplace dynamics.

4. Read about the concept of covering and explore some examples. Choose any three examples and discuss the reasons why people might be doing them, and the potential

long-term consequences they may have for the individual or the company. If possible, add more examples.

• a person hiding their regional or foreign accent and trying to speak in a more neutral accent
• a religious worker skipping daily prayers or avoiding wearing the symbols of their religion
• a vegan or vegetarian not mentioning their dietary requirements during office meals
• someone with specific views withholding their opinions in an opposing political environment
• a woman dressing in a more masculine style
• an LGBTQ+ worker intentionally speaking in a deeper voice and restraining their gestures
• a single parent not sharing about having to collect their child from nursery
• an older worker never mentioning their birthday so as not to draw attention to their age

5. Watch a video [https://youtu.be/mCHC99MqVfE] and say which of its main ideas resonates with you the most. Give more details.

• Hiding one's true self and conforming to certain norms can drain energy and create internal conflict.
• Challenging traditional views of leadership might lead to stronger team connections.
• Even one ally can make a significant impact, creating an inclusive atmosphere where employees feel safe to be themselves.
• There's a difference between adapting to a professional environment and completely disguising your true identity.

6. Read about the initiatives and discuss the questions.

In a team that is largely homogeneous, one employee from a different cultural background organizes a cultural workshop for the entire team.

The project manager invites their team to attend a poetry reading they're participating in.

The company organizes an outdoor adventure for their teams in which they have to deal with various challenges.

• Do you think these initiatives are beneficial for the workplace? Why/Why not?
• What motivations might drive someone to take these initiatives?
• Could there be any potential downsides or challenges in organizing these activities? If so, what are they?
• Can you think of other initiatives a company, or certain individuals within a company, can do in order to bridge gaps, promote inclusivity and improve team connections?

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Homework: **Activity 5; Watch the video and write the main idea.** Publishes It goes viral Post	

Date: December 1st / Consultant: Eka DNH December 3rd - Karelle

Lesson number: #12 /week: #4

Topic: Using tone to express intentions in a real life situation

Aim: differentiate between one tone and another and also notice which one works for what situation.

Catch up/Homework review: WORKSPACE:

Link to class: https://meet.google.com/kzs-xopp-gph

Chatting with coworkers

1. Complete the sentence with your own ideas. Give some details.

- When we're not working, my colleagues and I talk about…

2. Watch a video [https://youtu.be/XSDdkaVuzio] and tick what the people talk about.

A. clothes
B. work meetings
C. transport
D. physical activity

3. Watch part of the video again (to 00:50) and choose the words you hear. Then, role-play the dialogues.

A.
a: **So/And/But**… uh… Do you ride to work?
b: **Yeah, I do./Yeah, yeah./Sure**.
a: Where do you live?
b: Uh, I just live north of the city. Yeah.
a: **Great./Cool./Really**?

B.
a: How long does that take you?
b: Uh, **about/some/like**, twenty minutes. Yeah.
a: Twenty? Oh, **really/wow/sure**.

C. a: I catch the train.
b: **Oh./Wow./Cool**.

D. a: What do you do when it's raining?
b: **Right/Well/Uh**, I usually drive or take the train.

4. Discuss the questions.
• What did you think of the video?
• Is a boring or uncomfortable conversation better than silence? Why?
• Which of these topics do people talk about with their colleagues most often?
- weather - food - clothes
- films - free time - weekend

• Can you think of one question for each topic above to ask a colleague?
How is the weather right now ? blanket cobija

5. Watch a second video [https://youtu.be/MM8UN7U1mIk] and choose the best summary of what the speakers in the video think.

A. The speakers like weekends because it is when they don't have to think about work. They usually do a lot of things on Sundays. They also like their jobs so they are happy to start again on Monday.

B. The speakers can't relax on weekends because they think about work. It's also hard for them to get up on Mondays. They think it would be nice to have longer weekends.

6. Complete the gaps with the words in the boxes. Then, watch part of the video again (to 00:42) and check your answers.

know	know	like	mean

A. a: They're never long enough.
b: Yeah, yeah, I ___KNOW_____ .

B. Yeah, _____LIKE___ , I… I enjoy Sunday. Love it. Love a Sunday.

C. You know, I _____MEAN_____ … Who invented the five-day working week? I just… I find it weird, you ___KNOW_____ ? Weird.

7. Decide where to put the word or phrase in the sentence. Make small changes to the sentence if necessary.

A. a: SO What time do you usually start work? (so)
b: I normally start LIKE at 9. (like)

B. a: YOU KNOW It's sometimes hard to get up on Monday morning and be at work on time. (you know)
b: Sure,I MEAN Mondays are the worst. (I mean)

C. a:UH And what do you do when it's raining? (uh)
b:WELL I take my umbrella. (well)

LANGUAGE TIP

Use words and phrases like *so...*, *like...* and *you know...* in informal conversations if you need time to think about what to say next.

8. Your teacher will give you a list of questions. Ask your partner the questions and they will answer using the words and phrases in the box (to have time to think). Then, swap roles. Try to use each word or phrase at least once.

I mean...	like...
so...	uh...
well...	you know...

9. Choose the best reaction.

A. It's so hard to focus on work on Fridays.
1. I know.
2. Wow.

B. I hate it when it's raining.
1. Yeah.
2. Cool.

C. I'm going on a business trip next week.
1. Cool. I hope you enjoy it.
2. Yeah, sure.

D. I want to become a manager.
1. Oh, I'm sorry.
2. Wow. I didn't know that.

E. I always walk to work.
1. Oh, is it far?
2. I know, it's really far.

LANGUAGE TIP

Use words and phrases like *Yeah, Wow,* and *I know...* in informal conversations to show people that you are listening to them.

F. I worked until eight last night and I usually finish before six.
1. Really?
2. Great.

10. You and your partner are colleagues. Choose a comment from the list below and read it to your partner. Then, have a conversation using the words and phrases in the boxes. The conversation should

be as long as possible! If you don't know what to say, choose another comment on the list and continue.

EXAMPLE:
a: It's really hot today.
b: Yeah. So… Are you going to the beach after work?
a: Uh… I don't know, I mean… I have a lot of work to do today.
b: Oh. I think I'll finish at, like, four today. I'm going to visit a friend.
a: Cool. Enjoy your afternoon.

- I'm really glad it's Friday!
- I love the weather today.
- This coffee is delicious.
- I think I'll have lunch now.
- I have so much work to do today!
- I'm a bit tired.

When you need time to think:	When you want to show you are listening:
I mean...	Cool.
like...	I know.
so...	Oh.
uh...	Really?
well...	Wow.
you know...	Yeah.

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:

Date: / Consultant: Nov 24 Maja

Lesson number/week:

Topic:

Aim:

Catch up/Homework review:
Do the quiz about introvert or extrovert personality.
https://www.verywellmind.com/are-you-an-extrovert-or-introvert-3860037
Write here the results (the main idea).

WORKSPACE:

A gap
Bridge the gap
Rehearse
To have an effect
It would have been a chaos

Introvert vs Extrovert Leaders

How do you as a leader adapt to introvert or extrovert employees?

- Listen
- Adapt communication based on their personality
-
-

3 Leadership Qualities That Both Introverts And Extroverts Embody

Read the 3 points and find useful vocabulary

-
-
-

What is your opinion on this ?

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework: Homework:read again, more carefully and find some useful vocabulary

Date: / Consultant: September 23rd, Claudia

Lesson number/week: Lesson 11, week 4

Topic: Introvert vs. Extrovert spectrum

Aim: Cultivating emphathy

Catch up/Homework review:

Let´s talk: How do you feel at work today?
Are you full of energy? Positive expectations? Or by the contrary, stressed? Nervous? Low of energy?

Workspace:

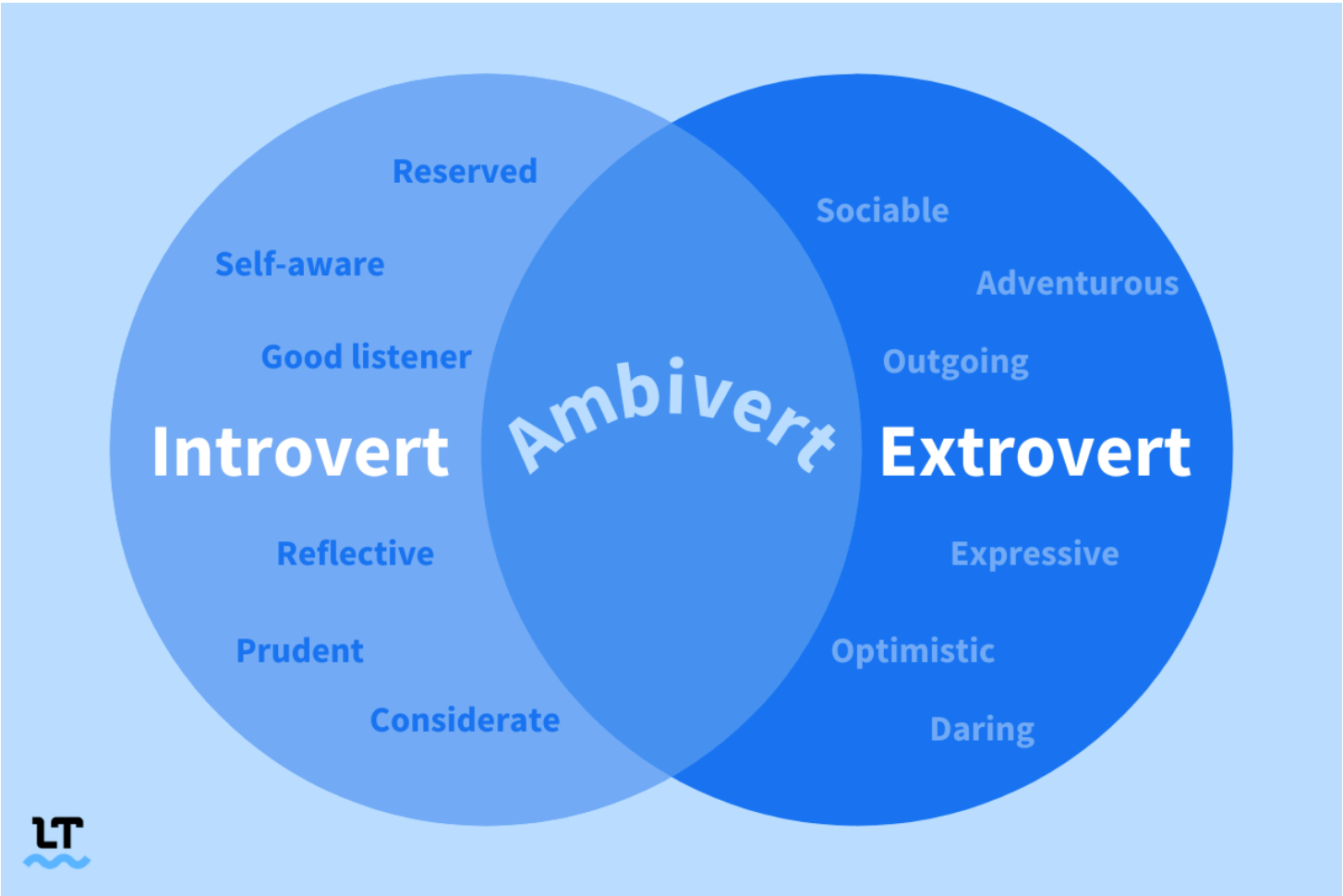
Hello Jaime, nice to meet you! How you doing today?
For icebreaker, tell me how do you feel today? based on this cats scale? Why?



Now, I invite you to watch a video about introvert and extrovert people

https://www.youtube.com/watch?v=kXLVcGPlep4

What do you think about the information from the video?
Which are the main characteristics of an introvert person?
Which are the main characteristics of an extrovert person?



Write a short post talking about introvert or extrovert personality using at least 6 emotions from the Venn diagram above.
(75 words min).

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Homework: **Make the quiz about introvert or extrovert personality.** **https://www.verywellmind.com/are-you-an-extrovert-or-introvert-3860037** **Write here the results (the main idea).**	

Date: / Consultant: August 1st, Karelle :)

Lesson number/week: Lesson 10, week 4

Topic: Identifying emotions, complex feelings and tendencies in others

Aim: Client is able to identify and name different emotions and describe complex feelings.

Catch up/Homework review:

Send a voice note talking about another issue you may face at work and how you would resolve it using modal verbs.

Workspace:

Hello Jaime, nice to meet you! How are you today?
What is something that makes you feel relaxed?
When do you feel interested at work?

Warm up/Review:



- **Emotions: ED OR ING**

- Tired
- Worry WORRIED
- Happy
- Surprised SURPRISING
- Laughing
- Funny
- Scared (action) SCARING (object)
- Thoughtful
- Quite
- Angry
- Scared
- Nervous
- Stress stressed stressing
- Sad

1) Tell me all the emotions that you see
2) Tell me the emotions that you experienced frequently at work

- When you are watching a horror movie do you feel scared?
- When you are having a lot of work how do you feel?
- On a slow morning do you feel relaxed?

Read the following situations and describe how they are feeling. Write 2 sentences for each situation.

- We are at the end of the month and Amanda hasn't finished her report for the sales, she has two hours until she has to deliver it. How does she feel?
- She is stressed because maybe she doesn't finish her report on time
- She is worried about her job

- She feels angry because someone told lies about her.
- She is sad because people tell a gossip about her.
-

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework: Send a voice note about a stressful day you had at work, how does that make you feel? What did you do to make it better?	

Date: / Consultant: July 26th, Edgar

Lesson number/week: Lesson 8, week 3

Topic: Giving full details

Aim: Client is able to give full details and report what others say

Catch up/Homework review:

Write a short message reporting what three people told you this week. Use at least one modal and one reported speech structure.

Workspace:

Hello Jaime, nice to meet you! How are you today?

Warm up/Review: Small Talk Wheel

What are the most common conflicts you face at work?

The client buys something that doesn't work and comes back to complain. Usually expecting a refound or another article (Completely new)	We can change the article, when the client requests it.
When opening a new store in a new city, the authorities may want to get some corrupted money	We must give the authorities our policies and be very clear about us paying every legal request. But we don't pay anything out of the legal forms, everything must be with a legal document.
In the warehouse there are many vehicles, some big ones. Sometimes the drivers have more than 20 services and sometimes there might be problems with delivery, delays, etc.	We must adjust our system of services so our drivers only work 8 hours per day. Bigger areas may improve the 20 services in big areas. Our system must identify these systems.

Using **modal verbs**. How would you solve them?

We can express: Ability, Possibility, Recommendation, Obligation, Requests, Permission, etc.

I can speak french.
She might arrive late today.

Can and Could
Can you help me with the report?-Informal
Could you help me with the report?-Formal

Should and Must

Might and May
I might arrive late today-40% possible
I may arrive late today-60% possible

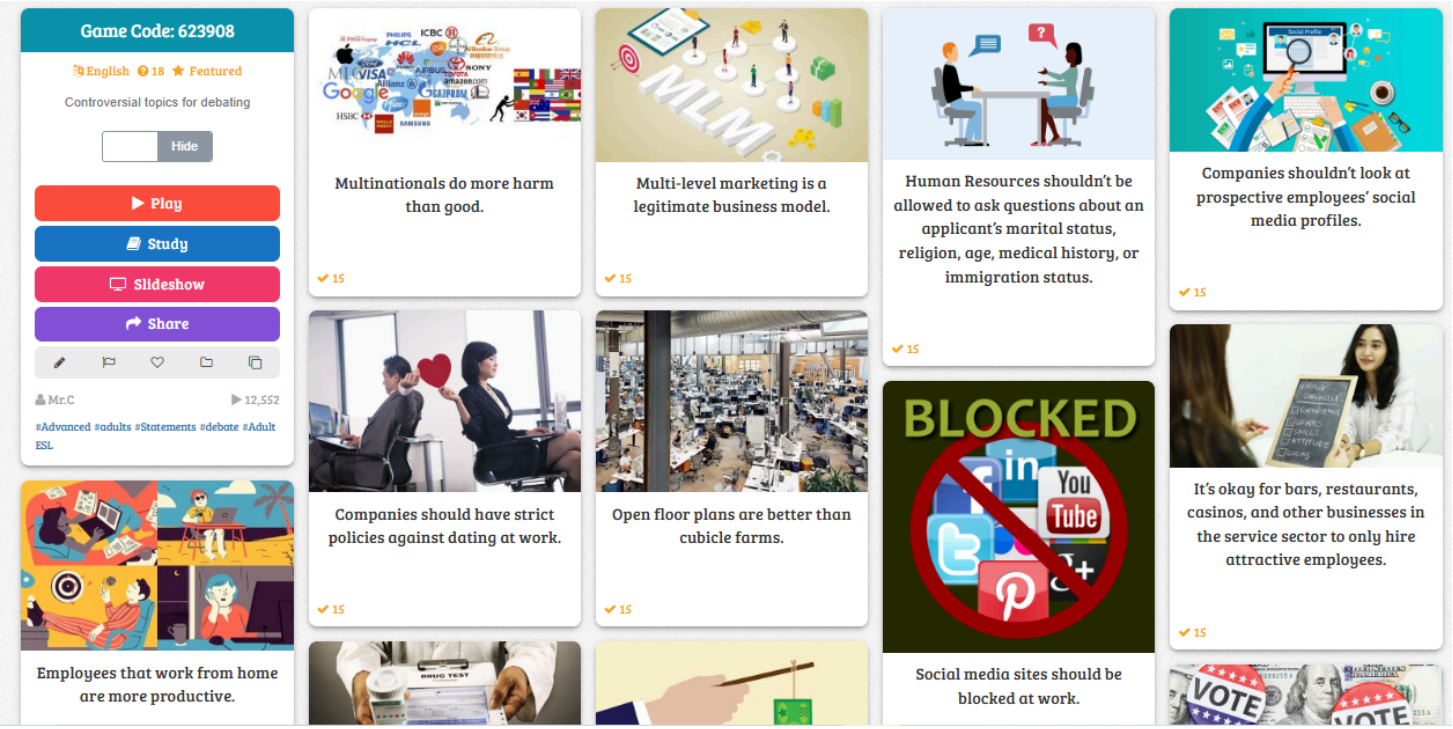
May I go to the bathroom?-Yes, you may.

May the new year bring you happiness

Expressions of agreement and disagreement:

Agreement	Disagreement

https://www.englishclub.com/speaking/agreeing-disagreeing-expressions.php



Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Main-Principal
Principal-Director de escuela
Policies-Politicas like a company's rules
Politics-Politics as in government

Homework: Send a voice note talking about another issue you may face at work and how you would resolve it using modal verbs.

Date: / Consultant: July 11th, Edgar **DNH** → 24 jul 2025 David

Lesson number/week: Lesson 8, week 3

Topic: Giving full details

Aim: Client is able to give full details and report what others say

Link: https://meet.google.com/puw-trhu-qqx

Catch up/Homework review:

WORKSPACE:

Warming Up

- **Do you usually give detailed reports at work?**
- **Do people ask you for updates often?**
- **What's something someone reported to you this week?**

Useful Grammar – Modals & Reported Speech

Modals	Meaning	Example
must	direct order	I must finish this report today.
should	recommendation	You should talk to the manager.
might / may	possibility	We might have a meeting later.
can / could	ability / polite suggestion	He could help you.

- You must eat your foods
- We must be early on the airport

Reported Speech	Example
Direct: "I'm tired."	Reported: He said (that) he was tired.
Direct: "We will call."	Reported: They said they would call.
Direct: "I must go."	Reported: She said she had to go.

Act. 1 – Seahawks Interview

Watch this video clip featuring a Seattle Seahawks interview:
https://www.youtube.com/watch?v=VrmqB8Jiib8

✍️Task: Listen carefully to what the coach or players say. Then, use reported speech to report at least two statements using proper grammar.

Example:

- **Direct: "We gave it everything out there."**
  → He said they had given it everything out there.

- **Direct: "We must prepare better next week."**
  → The player said they had to prepare better next week.

Jaime:

- **Jaxon Smith said he is in his second season and they have good teammates and good players.**
- **He said he is ready to be a leader**
- **He said he is ready to be fast in the training camp**
- **Jaxon Smith said he practiced toe catches on fridays**
- **He said these catches are a big part of his game**

Bulking up: Getting bigger

Cutting: Getting leaner/lighter

Act. 2 – Report What They Said

✍️Task: Listen to short statements. Your job is to report them using correct word order, modals, and past tense.

Example:

- **"I can help with the project."**
  → He said he could help with the project.

Statement

- **Sales Manager: "I need the sales report sooner"**

- **Project Manager (María): “I’ll change the deadline for this project”**
- **Salesman (Alberto): “I have to get new clients this next semester”**

Closing Up

- **Was it easy or hard to report what others say?**
- **Do you think these expressions are useful in your work?**
- **Do you feel confident using these grammar structures? (Rate 1-10)**

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:

Write a short message reporting what three people told you this week. Use at least one modal and one reported speech structure.

Date: / Consultant: July 9th, Alejandro
June 28th, Edgar **DNH**
June 25th, Edgar **DNH**

Lesson number/week: Lesson 8, week 3

Topic: Solving a conflict

Aim: Client is able to give opinions and agree or disagree.

Catch up/Homework review:

Workspace:

Do you think of yourself as a good conflict solver?
In your position, what types of conflict do you usually see? With suppliers? Store managers? Clients?

complaint — compliment (different)
empathetic ✔️
Not everybody is agrees with a new process
performance ✔️
manage

Take a look at the problems below and the suggested solutions:

Problem	Suggestion
Delays in stock delivery	We **should** talk to the supplier.
Staff complaints	You **could** run a short meeting.
High returns rate	They **must** review the product.

Improve ✔️
Agreement
Charge: cobrar
Penalize ✔️

Think about each problem. **What other solutions do you have in mind?**

Read the conversation below. Who do you agree with?

Area Manager: We're always short-staffed on weekends.
Store Manager: I understand, but we could adjust the shift schedule.
Area Manager: You should speak with HR about hiring more staff.

Store Manager: In my opinion, we must train the team to multitask better.

multitask – action
multitasking skills – abilities

These are phrases to share your opinions. What do you think about the last situation?
Opinion phrases: *I think…, In my opinion…, I believe…*
Agreement: *I agree / You're right / Exactly*
Disagreement: *I see your point, but… / I'm not sure I agree / Maybe, but...*

Let's discuss the following scenarios:
A store supervisor refuses to follow new display guidelines from HQ.
"Maybe we just let each store decide their own layout."

Staff say the weekly targets are unrealistic and stressful. // stressed
"Let's cancel the targets completely for now."

A long-time employee refuses to use the new digital system.
"We could move him to another department where he doesn't need to use it."
All people can **improve** their skills ✔️

A store is asking for more staff, but the budget is tight.
"We should approve 3 new hires immediately."
Statistics
Show
Convince

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:
Express your opinion and share a solution about the conflict below.
A new manager is not training the team properly.
"It's not our problem — the team should figure it out themselves."

Date: / Consultant: June 13 Maja

Lesson number/week: 7/3

Topic: Mediating and reaching compromises

Aim: -Comparatives and Superlatives

Catch up/Homework review: Send a voice note practicing your pep talk

Workspace



The Conflict Resolution Process

The resolution of conflicts in the workplace typically involves some or all of the following processes:

1. Recognition by the parties involved that a problem exists.
2. Mutual agreement to address the issue and find some resolution.
3. An effort to understand the perspective and concerns of the opposing individual or group.
4. Identifying changes in attitude, behavior, and approaches to lessen negative feelings.
5. Recognizing triggers to episodes of conflict.
6. Interventions by third parties such as human resources representatives or higher-level managers to mediate.
7. A willingness by one or both parties to compromise.
8. Agreement on a plan to address differences.
9. Monitoring the impact of any agreements for change.
10. Disciplining or terminating employees who resist efforts to defuse conflicts.

Comparing and contrasting

ADDITION	CONTRAST
further	however
furthermore	nevertheless
moreover	on the other hand
in addition	on the contrary
additionally	even so
besides	alternatively
too	at the same time
also	though
again	otherwise
first	instead
second	nonetheless
finally	conversely
last	

https://www.businessenglishpod.com/2019/07/09/bep-345-management-english-conflict-resolution-2/- 3:10 to 5 40

Sorry, but I just want to give Andrew a chance to speak here.
Go ahead, Andrew.
I see.
Can you see how he might feel something's going on?
That makes sense, doesn't it?
Could we say that the goal is being effective and productive?
Guys, okay.
You see what I mean?

What is a recent problem you had to mediate?
What happened and how did you do it?
Which step did you use or not from the list

Compare and contrast the 2 points of view
Then mediate

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework: practice what would you say in the situation - listen again but YOU answer instead of the manager in the audio - send a voice note

Date: / Consultant: June 12th, 2025 MARCE

Lesson number/week: 6/2

Topic: a pep talk

Aim: Using rising and falling intonation

Catch up/Homework review: Think of a recent situation and give a compliment, re**cord** yourself and send me a voice note.

Please join me here: Jaime's class
Zoom
https://us04web.zoom.us/j/75114908408?pwd=wxgsOkbK1HW7uMCtexKw95wlgvOXFI.1

How are you? Nice to meet you!

Let's play five facts!

What is a pep talk?

How often do you give them? To whom and in which situations?

Read and prepare to GIVE the talk - intonation focus - use pink

You can show up exactly as you are in the moment that you are in.

Oftentimes, things can hold us back and make us feel incapable. Or we wait until our mindset is perfectly ready to experience the day. Believing that we must have the right mindset to be the most productive in order to truly thrive. That's great and all. Truly, I am a big believer in a powerful mindset. I know our mind, our thoughts are so important, and that's something that I do place a lot of value in. However, unfortunately, sometimes, that mindset is not there.

The very first word of encouragement for you in your pep talk of motivation for this work week is to show up exactly as you are in the moment you are in! This week, show up as you, the you that you are right now in this moment. Wherever you are, whatever you're doing, show up as you are in this moment!

You can do hard things.

The second word of encouragement for your motivational pep talk for the work week is – you can do hard things. I know we don't want to, but we can. We are tough and strong and able. More so, we can push through the hard and the uncomfortable to get through to the other side. Therefore, this week, do the hard things. Actually do the project or have the hard conversation you have been putting off. Embrace the vulnerability. Be willing to take the jump.

Absolutely know you can do hard things,. You absolutely can. Done is better than perfect. Movement is better than standing still. Things don't have to be perfect. Just start somewhere working towards your goal and the

things you hope to accomplish. And if it is messy, that's fine. If it doesn't work the first time, that's okay, but please know you can do hard things.

The role you play matters.

Finally, the third word of encouragement for this motivating pep talk for the work week – the role you play matters. Seriously, the role you play matters. It absolutely does. It can be easy to feel unappreciated and devalued, especially in a country where so many different industries are overworked, underpaid, and unappreciated.

Trust me, I get this. I feel this so deeply. I have never more in my career have felt as unappreciated than I do right now. Truthfully, that feeling is absolutely impacting a lot of my head space and my thoughts. And it can be easy to just sit in that feeling of not being valued or appreciated. This is something I truly get and understand. However, please hear the value in these words, the role you play matters.

https://gracefulandfree.com/pep-talk-motivation/

9:50 TO 10:55 - PART 1

11:40 TO 13 - PART 2

14 TO 15 - PART 3

Now let's repeat but with the RIGHT intonation for a PEP talk

Create a pep talk for a client/coworker/etc

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:
Send a voice note practicing your pep talk

Date / Consultant: May 31, 2025 Bernardo

Lesson number/week: 5/2

Topic: GIving and receiving compliments

Grammar - Raising and falling intonation in statements

Aim: Client is able to pay compliments and respond to them at work

Catch-up/Homework review:

:)

Workspace:

Here's the link:

When do you need to **compliment** (good comment) your team?

1. they achieve the sales target
2. NPS THE ACHIEVE THE GOAL
3. When the store is clean and the exhibition is good (measure: checklist, parameters the merchandise is like the manual, the aisle is clear, al merchandise has the price tag, the store is has posters of promotion in place)
4. when the promoters achieve their goals for financial services

complaint- bad comment

Let's talk about intonation

compliment- *I congratulate you for the sales goals in this month - falling - **serious***

*question - **what** was the result of your sales goals for last week? - down - statement*

*yes/no - **did** you achieve the sales goals this week? / rising - unsure, confirmation*

According to the situations from the first part, write a compliment, focus on intonation

Situation 1- they achieve the sales target

What were the sales goals last month?
The sales goals last month were too low.

2- NPS
yes/no- Was the last month a good NPS in this store?

Was the **NPS** good in this store last month? place and time to the end in question and regular sentences

Did the store achieve the NPS goal last month?

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** Merriam-Webster stress

Homework:
Think of a recent situation and give a compliment, re**cord** yourself and send me a voice note.

Date: May 28th / Consultant: Eka

Lesson number: #4 /week: #2

Topic: Praising coworkers

Aim: Give constructive feedback to co workers and speak up about his/her own opinions.

Catch up/Homework review: WORKSPACE:

The art of giving feedback

1. **Read the quotation and answer the questions. Give reasons for your answers.**

***"People ask you for criticism, but they only want praise"* - W. Somerset Maugham, English playwright**

• What does it mean to you?
• Do you agree?

2. **Discuss the questions. Give reasons for your answers.**

• What is feedback?
• In which situations might you give and receive feedback?
• When was the last time you gave or received feedback? What happened?
• What do you think makes someone good at giving feedback?

3. **Watch The secret to giving great feedback | The Way We Work, a TED series and discuss**

a) What is the speaker's attitude towards the way we usually give feedback?
b) How did she discover the formula for giving good feedback?

4. **Watch the second part of the video (from 02:01).and make notes about the different parts:**

Part 1.- Micro “yes”
Part 2.- Data point
Part 3.- Impact statement
Part 4.- End with a question

5. **Complete the sentences summarizing the formula.**

a) Part 1: You should begin by asking a ……**short**…… and ……**important**…… question. This gives the listener ……**autonomy**…… by giving them the option to say yes or no. ✔️
b) Part 2: In the second part of the formula, you should say ……**specifically**…… what you saw or heard instead of using ‘blur words’. ✔️
c) Part 3: Thirdly, you should point out exactly how the behavior ……**impacted**…… you. This offers a sense of ……**purpose, logic and meaning**…… . ✔️
d) Part 4: Finally, to turn the conversation into a joint ……**problem-solving**…… situation, you should end with a ……**question**…… . ✔️

6. **Look at the following examples of feedback and rewrite them according to the four parts of the formula outlined in the video.**

a) I need to talk to you about your time keeping. You’re always coming in late and to be honest, it’s just annoying and unprofessional. Just make sure you get here on time in the future, OK?

👏👏👏👏👏👏

b) I just wanted to have a word with you about the conference last week. You really were a great help! You took a lot of pressure off me. Thanks, I really appreciated it.

👏👏👏👏👏👏

7. **Choose a situation at work where you have to share positive feedback to a coworker**

→ **When working with the team / Regional Managers**

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** **Timekeeping → Control de horario**

Homework:t

Send an email to a coworker giving them feedback on their performance.

Date: / Consultant: May 22 Maja

Lesson number/week:week 1 lesson 3

Topic: agreeing and disagreeing

Aim: useful phrases

Catch up/Homework review:

https://www.businessenglishpod.com/2019/07/09/bep-345-management-english-conflict-resolution-2/ - min 3:15 stop at 5:45

Why was Andrew surprised?
What does he say about Lindsey?
What is Trevor's point of view?
What does Ann say to resolve the conflict?
What do they agree on?

practice reporting on the discussion

Low sales vs high sales

WORKSPACE:

People in my division vs out of our division

UNION

Threaten to burn the store

Complaint - to file a complaint

How would you express agreement or disagreement?

- I agree
- I am sure
-
-

- I disagree
-
-

https://www.businessenglishpod.com/2023/03/12/bep-28c-meetings-in-english-how-to-agree/ - start at 2:30 and stop at 3:40 - listen twice

Phrases to agree:

Phrases to disagree:

Now let's practice - think of some situations form work and let's roleplay

- I think….. - So do I
- I'm sorry but I really can't agree
- Yes , fantastic
- Don't you think it's still…
- Do you really think so?
- Yes of course

AGREEING - DISAGREEING

www.learn-english-today.com

AGREEING	DISAGREEING
▪ I tend to agree with you.	▪ I'm afraid that's not how I see things.
▪ That's a good idea.	▪ Sorry. I see things differently.
▪ I think you're right.	▪ I tend to disagree with that idea.
▪ I'll go along with that.	▪ I agree up to a point. However …
▪ I'm with you on that point.	▪ You have a point there, but …
▪ That's just what I was thinking.	▪ You could be right. However, …
▪ Absolutely! I agree with you entirely.	▪ The idea is worth considering but …
▪ I totally agree with that idea / proposal.	▪ Perhaps a weakness of that might me …
▪ I hold exactly the same view.	▪ Well I'm not sure of that because …
▪ I was just going to say the same thing.	▪ That might be acceptable if …
▪ I couldn't agree more.	▪ I'm afraid I don't agree / I disagree.
▪ That's how I see it too/ how I feel too.	▪ I don't see it (at all) that way.
▪ That's absolutely true.	▪ I strongly/totally disapprove of the plan.
▪ That's exactly my position.	▪ I'm absolutely against the proposal.
▪ I'm in total agreement with the proposal.	▪ I must take issue with you on that point.

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Homework: think of some situations from work and exp[ress if you agree or disagree

Date: / Consultant: Maja May 20

Lesson number/week:week 1 lesson 2

Topic:Dealing with workplace discussions

Aim: reporting verbs

Catch up/Homework review:

Ask 6 questions about their routine:

A Day in the Life of a Project Manager | Indeed

It has been hard

We had a few problems

Belgium

Clever

What results are you expecting? - I am expecting…

What results do you expect? - I expect…

It is many work

WORKSPACE:

Workplace discussions - what are the common ones at your workplace?

- Sales goals - some people think they are high but the company needs the sales to grow/ increase
- Long work hours - store managers ask people to be here 30 mins before= COME EARLY or STAY LATE
- Protest and social movements

How do you deal with them?

- Always from the company's POV
- Keeping in mind the growth
- I show them the BREAKDOWN
- Help to ACHIEVE the goal
- To give FEEDBACK

Report on one discussion and what happened - what did the people say ?

- The people in the store / employees say = agree = complain the goals are high for this month but one manager tells me it's achieveABLE

- SAY vs TELL – I'm telling YOU something / I say something (to YOU)

- Me: "We will work with the training and in the next ten days… " - promise
- I promised them we will work on …
- Finally we agreed that it's the plan.
- Employee said = the variety is little and we need more to complete the sales goals
- To praise = to complement - to say positive feedback

Reporting verbs



For this reason = because of that

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:https://www.businessenglishpod.com/2019/07/09/bep-345-management-english-conflict-resolution-2/
- min 3:15 stop at 5:45

Why was Andrew surprised?
What does he say about Lindsey?
What is Trevor's point of view?
What does Ann say to resolve the conflict?
What do they agree on?
practice reporting on the discussion

Date / Consultant: May 12, 2025 Bernardo

Lesson number/week: 1-1

Topic: Analyzing general workplace communication

aim: Question making - present ten**ses**

Catch-up/Homework review:

He **estado** estudiando - I have **been** studying

Past participle - to be - been

Have -
1 verb (action) - I have an office in Puebla
She has an office in CDMX

Auxiliary - to indicate a **tense** (present, past, future, future continuous)
Have / has

I **have** studied English since last week - Presente perfecto (pasado participio)
I **had** completed the report - Past perfect

I had completed in 1 week - period
She had completed

I **have been (estado)** in Oaxaca before
I **have had (tenido)** the same car for 3 years .
She has had the same car.
She has been in Oaxaca before.

I completed - finished time

Workspace:

Here's the link: https://meet.google.com/air-qnfy-yiu

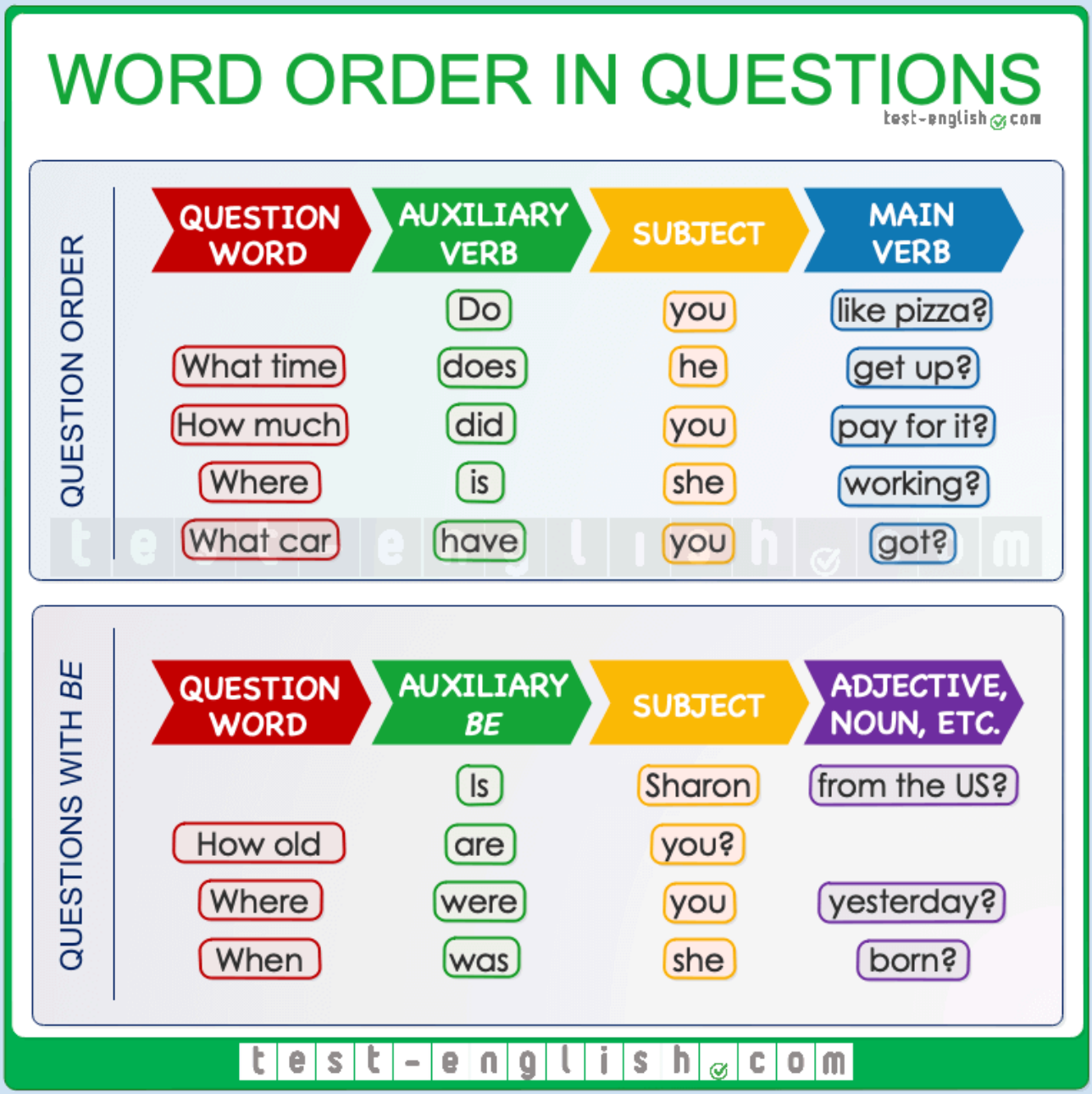
1. Discovering

How many ways do we have to ask questions?

How are you? What are your goals? How are the goals for new credits?	For routines / fixed goals - Present simple
Sales- How are the sales right now? An update: **How is your sales in this moth?** **How is the results of your team?** Focus: Is your team gained incentives?	*Current information - Present continuous (this week, this month, this quarter)* How **is** your team **working** for their goals? How **are** we **selling** this month? **Are** you **increasing** the sales in May?

incentives

2. Explanation



S VO

I expect results
I am expecting results

V O S
Am I expecting…?
Are you expecting…?

Use of auxiliary: do, does, did **VS** is, are, was

Main verb - like, pay… **VS** adjective or noun

Do you work here this month? Does she gain incentives **often**? What time does she work here? (every day) What time is she working here? (today)
Where is your office? Where was his first day working here? Is she a good employee?

3. Production

Ask 5 follow up questions on this project

Subject: Project Update: Retail Store Initiatives

Hi Jaime,

Here's a quick update on our ongoing retail store initiatives.

Currently, the team is focusing on the rollout of the new point-of-sale system across all locations. We are seeing positive initial feedback **regarding** its user-friendliness and efficiency gains in the pilot stores. The training modules for store staff are progressing as scheduled, and we anticipate full implementation by the end of next month.

Regarding the customer experience **enhancements**, the redesign of the store layout in the flagship store is nearing completion. We are analyzing early customer flow data to identify any necessary adjustments. Simultaneously, the team is developing the new customer loyalty program, and we expect to begin testing it in select regions within the next two weeks.

On the inventory management front, the implementation of the automated **replenishment** system continues. We are monitoring its impact on stock levels and out-of-stock situations closely. Early indicators suggest a significant improvement in inventory accuracy.

Please let me know if you have any questions about any of these areas. I'm happy to provide more detail.

Best regards,

Bernardo

Your questions
Is the implementation on time?

Are you identifying any different data about the clients?

Errors/Opportunity for growth/Pronunciation/Feedback:

Enhancements remember the pronunciation of the S for plural nouns

Vocabulary/Phrases:

Merriam-Webster

Regarding - about

Enhancements- improvement

Homework:

Ask 6 questions about their routine:

A Day in the Life of a Project Manager | Indeed

Your questions

Date: / Consultant: July 26th – Eka (DNH)

Lesson number/week: Lesson: #7 , week: #3

Topic: Explain the process when you start a project

Aim:

Catch up/Homework review: **Workspace:**

Let's talk about projects

1. Discuss the questions.

• What projects do you usually work on?

• Are you working on any projects now?

• Have you ever worked on a project that went wrong? What happened?

• What was the most exciting project you've worked on? Give details.
• Do you prefer to lead a team or be part of it? Why?
• Are you more or less motivated when you have a tight deadline for a project?

2. Look at the list of project stages and discuss what activities each stage includes when you work on a project in your company (or previous companies you worked for).
• starting
• planning
• completing tasks
• controlling
• closing

3. Watch a short video Apple at Work — The Underdogs and summarize it. The icons below should help you



4. Discuss the questions.
• Have you ever had such a tight deadline to complete a project?
• Have you ever had to work overtime to complete a project? Is it common to do that in your company?
• What are some advantages and disadvantages of teamwork?
• Do you think projects with tight deadlines can only be successful when there is a group of people working on them?
• What is the role of a project manager? What skills should such a person have?
• "*The middle of every successful project looks like a disaster.*" Rosabeth Moss Kanter. Do you agree with the quote? Why/Why not?
• What are some other common problems that can happen when working on a project?

5. Read the project management problems and brainstorm some possible solutions.

A software company is developing a new mobile app. The team has been working on it for two months now and it should be completed in six months. However, now the client wants to add a new feature and the team has to meet the same deadline.

A project manager decides to use a new project management tool that has not been used by the team before. As a result, there are problems with using the tool as well as some delays and errors in the project they're working on. Also, the feedback is that some team members don't see the benefits of such a tool.

A marketing team is working on a project to create a new ad campaign for a client. However, the team might miss the project deadline because of poor communication between team members. Also, it seems that there isn't one particular person responsible for coordinating the project.

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Homework:	

Date: / Consultant: July 22nd/23 – Eka / Dowse **(multi-content)** **DNH** **rescheduled 7/23**

Lesson number/week: Lesson: #6, week: #2

Topic: Explain the relation between suppliers & clients

Aim: supply chain, modals

Catch up/Homework review: **Workspace:**

Look at the sentences from ex. 4 and 7 and choose the right option. Sometimes two answers are possible.

a) We usually use **to/fo**r to talk about the purpose or function of a thing, what an object is used for. However when the subject of the sentence is a person rather than the thing described, both to and for are possible:

We use Slack for responding to messages quickly. >>> We use Slack to respond to messages quickly.

b) We use **to/for** to say what the purpose of an action is, or the reason why we do something.

c) After “to” we use **infinitive/verb + ing/noun.**
d) After “for” we use **infinitive/verb + ing/noun**.

Complete the gaps with to or for.
a) I wake up early ……. catch the first train to work.
b) I wake up early ……. the first train to work.
c) She came in ……. a meeting.
d) He needs the internet ……. respond to this urgent email.
e) I often dress up at home ……. participate in a work call.
f) They decided to use the agile method ……. keeping track of progress.
g) Can you tell me which service you use ……. editing documents?
h) Some people prefer to call others ……. arrange meetings. Messaging takes too long.
i) The first thing I do in the morning is go online ……. check my inbox.

Expressing purpose with 'to' and 'for' - Test-English

Write questions using words and phrases from each column. Don’t forget to add auxiliary verbs. In pairs, ask and answer each other’s questions. Use to or for structures in your answers.

EXAMPLES: Why do people work hard? People work hard to be successful. What do teams use work chats for?Teams use work chats for quick communication

Why What … for	people you companies teams we	need want use work have	work chats get promoted a comfortable workplace subscription services high-speed internet hard project managers holidays personal computers HR departments

WRITE HERE:

1.

2.

3.

4.

5.

https://learnenglish.britishcouncil.org/grammar/english-grammar-reference/requests-offers-invitations

What is the supply chain?



Explain the supply chain in your company.

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** Lose Measuring

Homework:
Complete any unfinished exercises.

Date / Consultant: Jul 20, 2024 Bernardo dnh

Lesson number/week: 7-3

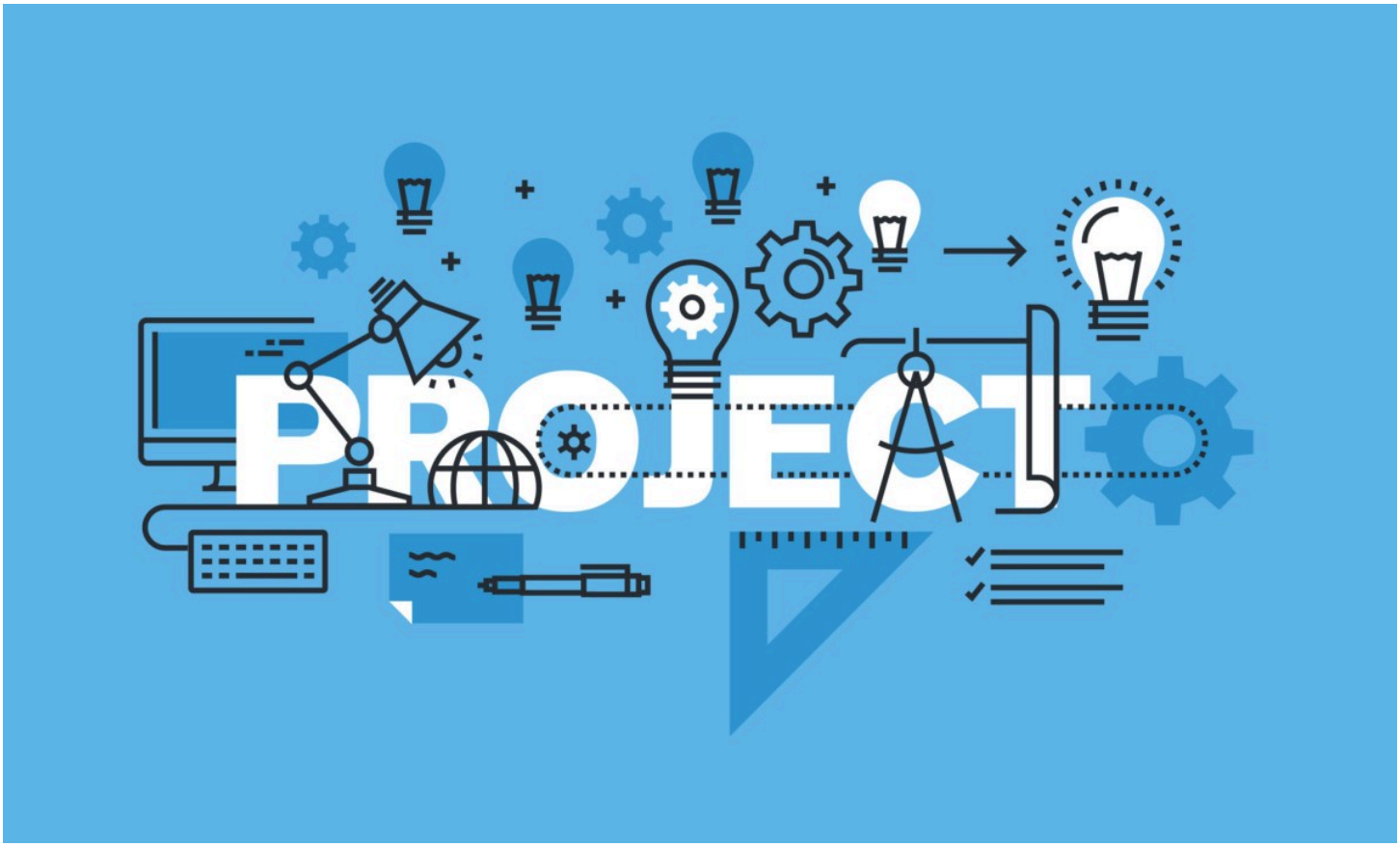
Topic: Explain the process when you start a project

aim: discussed and describes a process of starting a project

Catch-up/Homework review:

Workspace:

Here's the link: https://meet.google.com/bib-dkes-onj



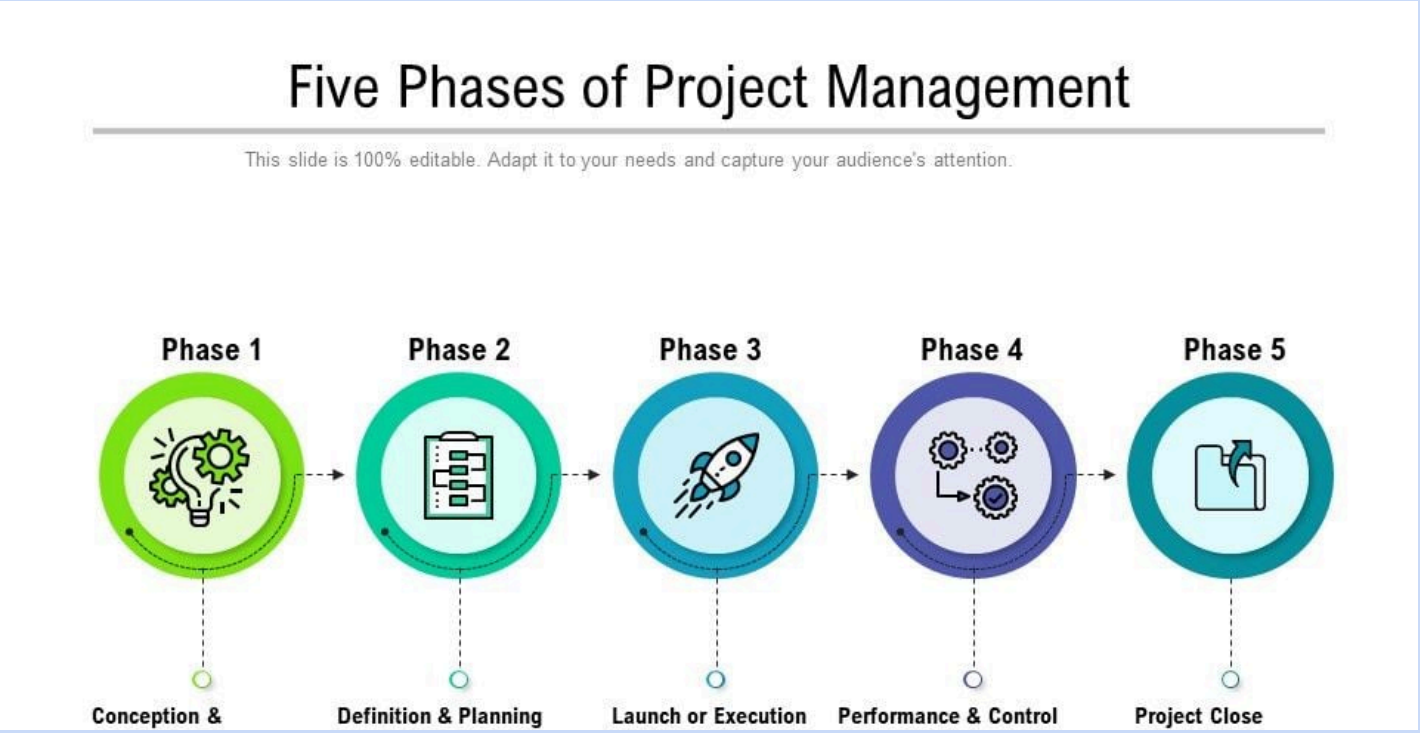
- Briefly think about a project you've recently managed or participated in.
- Think about the different stages: *brainstorming sessions, defining goals, creating a timeline.*
- Discuss the importance of a well-defined project initiation process with the teacher.

Why is it important to have clear steps from the beginning?

Example:

Brainstorming session: *"A brainstorming session is a good way to kick off a project and generate ideas."*

1. **Unveiling the Blueprint**



Match the following descriptions to the corresponding stages in the project initiation process:

- ➔ We establish a clear timeframe for each project stage.
- ➔ We determine what needs to be accomplished and the desired outcomes.
- ➔ We bring together stakeholders to discuss the project vision and objectives.
- ➔ We identify the team members with the appropriate skills to complete the tasks.

Discuss the benefits of using a visual representation to explain a project initiation process.

2. Grammar in Action - Project Launch Speech

Focus: Combining modals (obligation, possibility) and cause-and-effect language to explain project initiation steps.

Instructions:

Look at the following sentence structures combining modals and cause-and-effect language:

- ➢ Planning: We **must** define clear project goals **in order to** ensure everyone on the team understands what needs to be achieved. This will help us stay focused

and avoid wasting time on irrelevant tasks.

- ➢ Execution: Team members **can** use project management tools to track progress and identify potential issues. **By doing this**, they can proactively address problems and prevent delays in the project timeline.
- ➢ Evaluation: We **should** conduct a project review after completion. **This will help** us identify areas for improvement and ensure future projects run even more smoothly.

Let's explore more connectors

- ☐ Because: This connector highlights the reason or explanation for the cause. (e.g., We must define clear goals because everyone needs to be on the same page.)
- ☐ So: This connector emphasizes the result or consequence of the cause. (e.g., Team members can use project management tools, so they can identify potential issues.)
- ☐ Therefore: This connector shows a strong conclusion or outcome caused by the initial action. (e.g., We should conduct a project review, therefore we can identify areas for improvement.)
- ☐ Consequently: This connector signifies a logical follow-up or result stemming from the cause. (e.g., Team members can use project management tools, consequently preventing delays.)
- ☐ As a result: This connector emphasizes the outcome or effect caused by the initial action. (e.g., We must define clear goals, as a result ensuring everyone understands the project.)

3. Role-Playing - Team Meeting

Imagine you're leading a team meeting to discuss the launch of a new project.

Project:

Provide a common scenario at your work where you can outline the project details and your role (e.g., explaining the project goals and outlining the next steps).
Using modals and cause-and-effect language practiced today, role-play your presentation at the meeting where you:

- Briefly explain the different stages of the project initiation process.
- Use modals to express obligations at each stage (e.g., "We must clearly define

project goals").
- Use cause-and-effect expressions to explain the importance of each stage (e.g., "Setting deadlines helps us stay on track").

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** Merriam-Webster

Homework:

Imagine you need to create a brief project initiation plan for your team.

- Write down the key stages of the project initiation process in a bulleted list (3-4 stages).
- Briefly describe each stage using 1-2 sentences, including a modal verb to express obligation (e.g., "Define clear project goals").
- Explain the consequence of not completing a specific stage using a cause-and-effect expression (e.g., "This could lead to confusion among

Date: / Consultant: July 15th – Eka

Lesson number/week: Lesson: #5, week: #2

Topic: Connect actions inside the company

Aim: What we do and why we do it…

Catch up/Homework review: **Workspace:**

1. Match the halves to create collocations.

a) check (5) ✔	1) to an email
b) respond (1) ✔	2) a shared document
c) keep track of (6) ✔	3) in a call

d) arrange (7) ✔	4) information
e) participate (3) ✔	5) your inbox
f) edit (2) ✔	6) tasks/progress
g) look for (4) ✔	7) a meeting

2. Discuss the questions.

• Which of the activities from the first exercise do you do:
- at the start of your working day?
- every day?
- once a week?

• Which activities do you enjoy doing? Which do you not enjoy?
• What do you have to do today?
• Are there any tools that can help you do these activities?

3. Look at these apps and tools and discuss which of them you know.

- JIRA
- Zoom
- Google Docs
- Trello
- Gmail
- Google Calendar
- Slack
- Discord
- DuckDuckGo

4. Complete the gaps with the phrases in the box.

arranging meetings editing shared documents email communication
looking for information responding to messages
sending memes keeping track of tasks work calls

a) In my company, Trello is used for ……keeping track of tasks…….. . ✔
b) Most people in my company use Gmail for email communication…….. . ✔
c) I prefer to use Google Docs for ……editing shared documents…….. . ✔

d) I had to install Zoom for …work calls…….. . ✔

e) Google Calendar is the best for …arranging meetings…….. . ✔

f) At work, we use Slack for …responding messages…….. quickly. ✔

g) If you are worried about your privacy, DuckDuckGo is the best choice for looking for information…….. . ✔

h) In my company, we use Outlook for serious communication and Slack for …sending memes…….. to co-workers and chatting. ✔

6. You're going to watch a video about reasons why people work. Try to think of as many reasons why we work as possible.

7. Watch the video ▶ Why do people work? - Best 2D Explainer Video Example #explainervideo #anir and compare it with your own opinion

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8. Look at the sentences from ex. 4 and 7 and choose the right option. Sometimes two answers are possible.

a) We usually use **to/fo**r to talk about the purpose or function of a thing, what an object is used for. However when the subject of the sentence is a person rather than the thing described, both to and for are possible:
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b) We use **to/for** to say what the purpose of an action is, or the reason why we do something.
c) After "to" we use **infinitive/verb + ing/noun.**
d) After "for" we use **infinitive/verb + ing/noun**.

9. Complete the gaps with to or for.

a) I wake up early ……. catch the first train to work.
b) I wake up early ……. the first train to work.
c) She came in ……. a meeting.
d) He needs the internet ……. respond to this urgent email.
e) I often dress up at home ……. participate in a work call.
f) They decided to use the agile method ……. keeping track of progress.
g) Can you tell me which service you use ……. editing documents?
h) Some people prefer to call others ……. arrange meetings. Messaging takes too long.
i) The first thing I do in the morning is go online ……. check my inbox.

10.Write questions using words and phrases from each column. Don't forget to add auxiliary verbs. In pairs, ask and answer each other's questions. Use to or for structures in your answers.

EXAMPLES: Why do people work hard? People work hard to be successful. What do teams use work chats for?Teams use work chats for quick communication

Why What … for	people you companies teams we	need want use work have	work chats get promoted a comfortable workplace subscription services high-speed internet hard project managers holidays personal computers HR departments

Errors/Opportunity for growth/Pronunciation/Feedback:

I have a ~~meet~~ ❌
I have a **meeting** ✔

Vocabulary/Phrases:

Homework:

Date: / Consultant: July 12th – Eka

Lesson number/week: Lesson: #4, week: #2

Topic: Describe the evolution of your company

Aim:

Catch up/Homework review: **Workspace:**

Study the information below to revise how we use the Past Simple tense.

• We use Past Simple to talk about something that started and finished in the past.
• We use Past Simple with actions that happened at a specific time in the past. This is often marked with time expressions (yesterday, last week, 1 hour ago).
• We use Past Simple to talk about a past state of being, e.g. how we felt, what we thought.

	EXAMPLES	FORMULA
Affirmative	**-I worked the whole last weekend.** **-She went to the seaside last Sunday and spent a few days there.** **-Jorge was here 30 minutes ago.**	**person + verb + -ed** **(or +irregular form, e.g. go => went)** **to BE: person + was/were**
Negative	**• We didn't stop at the traffic lights and hit another car.** **• He didn't eat lunch yesterday.** **• Sammy wasn't very busy**	**person + did not (didn't) + verb (infinitive)** **to BE: person + was/were not (wasn't/weren't)**
Interrogative	**• Did you come home late on Sunday?** **• What did we talk about a little while ago?** **• Where were you at 10 p.m. last Tuesday?**	**[Wh- question word] + did + person + verb (infinitive)** **to BE: [Wh- question word] + was/were + person**

INFINITIVE	SIMPLE PRESENT	SIMPLE PAST	PAST PARTICIPLE
TO DO	**DO** **DOES**	**DID**	**DONE**
TO BE	**AM** **IS** **ARE**	**WAS** **WERE**	**BEEN**

Fill in the sentences with words from the brackets using the Past Simple tense.

a) When Samsung was a small company, it …sold…… (sell) groceries and noodles. ✔

b) How …did Oprah Winfrey become…… (Oprah Winfrey/become) so popular on TV? ✔

c) Ferruccio Lamborghini …didn't start…… (not start) his business from luxury cars, instead he made millions building tractors. ✔

d) Where ……were you…… (you / be) when they launched the first iPhone?✔

e) Andrew Carnegie ……donated…… (donate) 90% of his wealth to charities. ✔

f) Walt Disney …was…… (be) a shy introvert who didn't like spending time with people. ✔

g) ……Did you know…… (you / know) that Warren Buffet still lives in the same house he bought 60 years ago? ✔
h) Apple ……wasn't…… (not be) the first company to bring tablets to the market but the first to succeed. ✔

Choose correct endings to create true sentences

a) When you **drop out** of college, you *successfully complete your education / stop attending your classes and don't graduate.* ✔

b) Henry Ford **founded** the Detroit Automobile Company in 1899 which means *he created a company / he sold the company.* ✔

c) In 1991, Pan Am, a famous airline company, **went bankrupt** because of large financial losses so now it *doesn't exist anymore / still exists.* ✔

d) Tesla **turned a profit** last year, which means it *earned some money / had more costs than income.* ✔

e) Because of the economic situation, we didn't **expand** into new markets, which means we didn't *open our business in new countries / win against our competition in new markets* ✔

f) When you **set up** a company, you want to *open a new business / close a business.* ✔

g) If a company **goes public**, it means *it is listed on the stock exchange / the government bought that firm.* ✔

Read the story about Bill Gates, a famous entrepreneur, and fill in the gaps with the correct form of the verbs in brackets.

William Henry Gates III was born on October 28, 1955 in Seattle. Most people know him as Bill Gates, the famous entrepreneur who …founded…… ✔ (found) Microsoft. As a young boy, Bill was fascinated with computers and even …hacked…..… ✔ (hack) his school's computer at the age of 13. Thanks to his great grades, he …went…..… ✔ (go) to Harvard University. One day he ……called..…… ✔ (call) a computer manufacturer and said that he had a computer language for their new Altair computer. They said they wanted it, but in reality, Bill ……didn't have…… ✔ (not have) it! He spent a few weeks to quickly write the language for Altair which was then bought by the

company. In 1975, he ……dropped…… ✔ (drop) out of Harvard and opened a company called Microsoft together with his childhood friend Paul Allen.

Bill Gates …led…… ✔ (lead) Microsoft as CEO until January 2000. During that time Bill made Microsoft the largest software company in the world thanks to his business skills and the innovation he ...brought…… ✔ (bring) to the world, e.g. the Windows operating system. In 2008, he …left…… ✔ (leave) Microsoft and decided to focus on the charity he ……set…… ✔ (set) up with his wife, called The Bill & Melinda Gates Foundation. Microsoft, and other businesses Bill invested in, ……made…… ✔ (make) him the richest person on the planet. He held this title from 1995 to 2017 when he was replaced by Jeff Bezos.

Discuss the questions below.
a) Do you know what these people are famous for?


Warren Buffet


Elon Musk


Richard Branson

b) What makes people become successful entrepreneurs?
c) What kind of people found their own businesses?
d) Have you ever thought about setting up your own business? What kind of business would that be?

What are the past forms of the verbs below?

get =>	give =>
pull =>	teach =>
put =>	meet =>
love =>	end =>
take =>	go =>
start =>	become =>

In a moment, you'll watch a video about Steve Jobs. Before you do it, answer the question below. What do you know about Steve Jobs?

Watch the video https://www.youtube.com/watch?v=bTpvbKCYaoQ to learn about his early life and describe what his childhood was like.

Now, watch the second video https://www.youtube.com/watch?v=hTcQRDacFt0 about his early career.

Mark the sentences below True or False. Watch again to check your answers.

a) Apple was started in Steve Wozniak's parents' garage.
b) Apple grew to more than 4000 employees.
c) Steve Jobs was fired from Apple.
d) Steve Jobs returned to Apple in 2002.

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** **E.g.** exempli Gratia

Homework:

Describe the evolution of your company

Date: / Consultant: 5/JULY JULIO DHP

Lesson 4: Describe the evolution of your company

Catch up/Homework review:

3. Think of your current job, a dream job or a job you used to have and complete the sentences about it.

- I **often/sometimes/never** make big decisions for the company, so...
- I help my company grow because...
- I set goals for **myself/my team/my company**. For example,...
- The person I report to is...
- In the future I **would/would not** like to manage...
- The last problem I solved was...
- I'm not only responsible for... but I'm also in charge of...

4. Match the roles with their descriptions in ex. 2.

1. Customer Support Specialist
2. CEO (Chief Executive Officer)
3. PR (Public Relations) Manager
4. Recruitment Officer
5. CTO (Chief Technology Officer)

6. Head of Sales

5. Look at the roles in ex. 4 again and say which ones you would and wouldn't like to have. Explain why.

6. Watch a video [https://youtu.be/rNSlwjmynYQ] and complete the sentences about the company.
It is a tech company that offers services like _____ . They are proud of how _____ .

7. Watch the video again and match the numbers with the facts.

A. 2,000 ( )	1. the average number of years employees stay at the company
B. five ( )	2. the number of cities where the company delivers food
C. 74 ( )	3. the number of employees the company has
D. 4.5 ( )	4. the number of employees the company added during lockdown
E. 500 ( )	5. the number of years it took the company to get ten million customers

8. Discuss the questions.
• Have you heard of Bolt? Have you used their services? If yes, were you happy with them?
• Why might working in small teams help the company grow fast?
• Why did they decide to make a video showing so many employees with different jobs?
• Why is the company proud that their employees stay with them longer than with other companies?
• Would you like to work for Bolt? If yes, what role would you like to have?

9. Imagine you are going to start one of the businesses in the boxes. Think about the first five employees you would hire. Consider the points below. Take two minutes to prepare and then present your ideas to the class

gym | game development company | bakery | photo studio | pet grooming salon

• why they are important for your business
• what kind of people they should be (their character, experience, etc.)
• what they will be in charge of and what you will be responsible for
• how you will motivate the employees to stay at your company

• what you will do to help the company grow if the business is successful

Workspace:

Date/teacher: 5/JULY JULIO			
Lesson 4: Describe the evolution of your company	• Grammar: Past continuous vs past simple/ timelines • Vocabulary: company history, time markers for the past	• Client presents the timeline of their company	Ex Apple timeline
Comments/ Suggestions for next lesson:			

3 activities you do, normally PRESENT SIMPLE routine, general fact, habit	**3 activities that are current, for this particular time, in the future** PRESENT CONTINUOUS temporary, now
I give classes I am a programmer I do documentation I code programs I analyze reports or errors	I am having 16 classes this week I am finishing a report - word stress I am having meetings I am doing documentation of the reports

Workspace:

Company milestones

1. What were some of the challenges the company faced in the early days?
   HEADQUARTERS - BRANCHES
2. Can you think of any important product launches or service expansions?

Making a timeline

Recalling the most important events in the history of a company is highly important to promote its **achievements** and the **relevance of the company in the market**. Knowing about the company you work for gives you **a sense of identity** and enables you to understand the values and trajectory of your team.

How much do you know about the company you work for?

Sample of a company timeline: Alcanzatronics

1998: The CEO **founded** the company in a garage.
2000-2005: The company **focused** on developing software for a specific industry.
2005: The company **launched** its first commercially successful product.
2010-2015: The company **expanded** its product line and **entered** new markets.
2015-Present: The company **became** a leader in its field with a global presence.

Let's make a list of relevant verbs that could help us to create a timeline.

Founded
Expanded
Named
Valued
Had employees

founded - developed - launched - expanded - bought - started - pioneered

revolutionized - acquired - became - established - sold - partnered

Let's make our timeline here:

- **1994**: Cognizant was **founded** as a division of The Dun & Bradstreet Corporation in India, initially focusing on providing IT services to its parent company.
- **1996**: It **became** a public subsidiary following the restructuring of Dun & Bradstreet, which led to the creation of Cognizant Technology Solutions as an independent company.
- **2003**: Cognizant was **added** to the NASDAQ-100 Index, marking its growing prominence in the technology sector.
- **2011**: The company was **named** in the Fortune 500 list for the first time, reflecting its rapid growth and significant market presence.
- **2013**: It **acquired** six companies, including the German digital marketing agency C1 Group and the healthcare IT services provider Medicall.
- **2020**: Cognizant **acquired** digital services companies like Collaborative Solutions and Lev, expanding its capabilities in cloud and digital marketing services.
- **2023**: Cognizant **announced** its commitment to sustainability with a goal to achieve net-zero emissions by 2030.

The company has **318,400** employees globally, of which over 200,000 are in India across 10 locations with a plurality in Chennai.



Cognizant - Wikipedia.

SHARES - ACCIONES

Introducing your company

Imagine that you are attending a networking event with different programmers from North America. How can you introduce your company to them?

Make sure to mention:

- A description of the company
- A timeline of the milestones and relevant events in its history
- Their relevance in the market nowadays

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:

Can you introduce your company to them?

Make sure to mention:

- A description of the company
- A timeline of the milestones and relevant events in its history
- Their relevance in the market nowadays

Date: / Consultant: July 1st – Eka

Lesson number/week: Lesson: #3, week: #1

Topic: Introduce your team members

Aim: Company Roles

Catch up/Homework review: **Workspace:**

Company roles

2. Read the texts and complete the gaps with the phrases in the boxes.

help the company grow	in charge	make big decisions	manage
report to	responsible for	setting goals	solving tech problems

1. Customer Support Specialist **A** ✔
2. CEO (Chief Executive Officer) **E** ✔
3. PR (Public Relations) Manager **C** ✔
4. Recruitment Officer **D** ✔
5. CTO (Chief Technology Officer) **F** ✔
6. Head of Sales **B** ✔

A. In my job, I'm _____**responsible for**_____ answering questions that customers have about our products. Each day, I help people and make their lives easier. However, it can be stressful when customers are upset. ✔
B. I ___**manage**_____ a team that finds new customers and sells them our products. My job is about ___**setting goals**_____ and checking how well we're doing. I also work with other teams to make sure our customers are happy with our products. ✔
C. I'm ___**in charge**_____ of company communication with the public and media. This means I talk to journalists, organize events and share news on social media. My job is to build a positive image of our company. ✔
D. My job is to find the best people to join our company. I look at CVs and interview candidates. I _**report to**_____ the HR (Human Resources) Manager who tells me what people they need for different teams. ✔
E. I __**make big decisions**_____ about company goals. I also plan for the future, and work on new ideas to __**help the company grow**_____ . ✔
F. I'm the company tech leader. I work with the development teams and decide what technology to use. I'm good at __**solving tech problems**___ and I'm always helping our tech team to learn new things. ✔

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Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**

Homework:

Date: / Consultant: June 27th, Jaime

Lesson number/week: Lesson 2, week 1

Topic: Go over activities & responsibilities

Aim: Grammar: Gerunds (for activities & verbs that take gerunds)

Vocabulary: work activities and responsibilities

Catch up/Homework review: **Workspace:**

What is the most fulfilling part of your job?

I've been doing this for a long time

Verbs related with Business Management

Manage - to be in charge of and control a company or organization.
Organize - to arrange or plan things methodically.
Supervise - to oversee and direct the work of others.
Coordinate - to ensure different elements work together efficiently.
Delegate - to assign responsibility or tasks to others.
Evaluate - to assess or determine the value or performance of something.
Implement - to put a plan or decision into effect.
Monitor - to observe and check the progress or quality of something over a period of time.
Strategize - to plan the actions one needs to take to achieve a goal.
Negotiate - to discuss and reach an agreement in business transactions.
Analyze - to examine something methodically for purposes of explanation and interpretation.
Facilitate - to make a process easier or assist in the process.

Any more?

- Coach
- Make
- Do
- Have
- Get

Write 3 ideas with the verbs above, what are your responsibilities?

- *Ej. I negotiate with suppliers*

Under my supervision

1. *I organize the activities of the managers in the stores of my area.*
2. *I implement the strategies for achieving/to achieve goals.*
3. *I delegate tasks to my team.*

Look at these sentences

***Managing** a team effectively requires strong leadership skills.*
Organizing events for the company can be a complex task.

Verb-ing - gerund

*"I am **playing** soccer" - present progressive*

Gerunds

Usage	Examples
Gerund as subject of a sentence	**Sleeping** is hard if you suffer from anxiety.
Gerund phrase as a subject of a sentence	**Being rude to customers** won't earn you many tips.
Gerund as a subject complement	His favorite activity is **reading**.
Gerund phrase as a subject complement	The thing she hated most about school was **getting up early.**
Gerund as a direct object	Helena has mastered **fencing**.
Gerund phrase as a direct object	They hate **mowing the lawn**.
Gerund as an object of a preposition	He quickly resorted to **begging**.
Gerund phrase as an object of a preposition	Holidays are perfect for **visiting family**.

I like pizza
Playing football is fun.

"Playing football" is the subject of this sentence

What happens when you have two verbs together?

I like go… - incorrect - There can't be two "base form" verb together. (GO, EAT, SLEEP…)
I like going / I like to go

The verb complement rule = The second verb changes to… **1. Gerund** 2. Infinitive (to+verb)

Gerund list

avoid	celebrate	consider	contemplate	defer	delay	detest
dislike	**dread**	enjoy	entail	escape	**excuse**	finish
forgive	involve	keep	loathe	mind	miss	**pardon**
postpone	**prevent**	resent	resist	risk	save	**stop**

I finished doing my task.
NOT I finish to do my task
I enjoy going to the movies

Verb conjugations

Base	Infinitive	Gerund
Go	To go	Going

Conversation
How do you feel about **managing** multiple projects at the same time?
What are the benefits of **organizing** your daily tasks at work?
Can you share your experience with **supervising** a team?
What challenges do you face when **coordinating** events or meetings?
How do you approach **delegating** tasks to your colleagues?
What methods do you use for **evaluating** employee performance?
Have you had any success with **implementing** new policies in your workplace?
How important is **monitoring** progress during a project?
What strategies do you use when **strategizing** for company growth?
Can you describe your experience with **negotiating** business deals?
What tools do you find helpful for **analyzing** business data?
How do you handle **facilitating** discussions in team meetings?

I **can** have better results

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Could - was/were able to	Share - compartir
Homework:	

Date: / Consultant:
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