

## 9. Teamwork – Making suggestions, giving advice, agreeing and disagreeing

Level: B1

Aims: To discuss the advantages and disadvantages of teamwork and how to be a good team player  
To practise and produce the vocabulary for making suggestions, giving advice, agreeing and disagreeing

Timing: 45 minutes with ideas for extension

Stage	Objective	Interaction	Timing
Introduction	Discussing the advantages and disadvantages of teamwork	Pair	10 mins
Task 1	Vocabulary (verbs and prepositions) about teamwork	Individual	5
Task 2	Understanding dialogues - Interacting with colleagues	Individual/pairs	20
Task 3	Speaking practice - using vocabulary for suggestions, advice, agreeing and disagreeing	Pairs or groups	10
Extra task	Writing practice	Individual	15

### Introduction. Talking about teamwork

Tell the class: At work, at school and in sports, some things we do as part of a group or team. Working together can be fun, but also challenging.

In pairs students come up with a list of at least 3 positive and 3 negative things about working in a group or team.

Elicit ideas from the groups and write lists on board. Ask students to give examples of some of their suggestions.

Finally, take a vote. I prefer teamwork versus I prefer working alone. Which statement gets the most votes?

### Possible answers:

- + More people – more ideas, people help each other, they build better relationships, different people have different talents, more creativity, people learn from each other
- People may not agree, some do more work than others, it takes longer to make a decision, some people prefer to work alone, not everyone will like each other or work well together

### Task 1 Unscramble the words to complete the sentences

Unscramble the words to complete the sentences.

#### GOOD TEAM PLAYERS ...

**work** with others

**solve** problems by trying to come up with new ideas

**make** suggestions for improvements

**discuss their opinions** with the rest of the team

**agree** (or disagree) with someone or maybe **disagree** (or agree) about something

**reach** a decision that everyone is happy with

**communicate** with their teammates in a respectful way

Direct students' attention to the prepositions that go with each verb.

## Task 2 Making suggestions, Giving advice

Read the texts and answer the questions. Students can later act out the phone conversation in pairs.

**Dialogue 1** Possible answers: The project they ordered hasn't been delivered yet. Jasper might be worried and annoyed at the start, but hopeful or relieved after Nella says she will help. Nella will call the company to see what's happened.

**Dialogue 2** Possible answers: Amy is having problems getting to a meeting with a customer. She is unsure what to do, but is happy with Tony's advice. He tells her to wait for a while to see if the trains start running again, and to contact the customer to inform them about the possible delay.

**Dialogue 3** Possible answers: Diego calls to talk to Nicky about a present for Lenny. They agree on the idea of getting a present, but not on what to get. Diego suggests they ask two colleagues for their opinions.

Additional conversation activity: Ask the students to look at the dialogues again and discuss 'How could the problem be solved?' or 'What would you do in this situation?'

## Task 3 Getting something done

Read the expressions in the chart. Ask students to read through the dialogues in task 2 again and find how many of these expressions have been used. Underline the expressions.

In groups of twos or three students complete the tasks using the vocabulary from the chart.

a) You and your partner (or partners) want to spend the day together on Saturday.

*Suggest something you could do. Give reasons why it's a good idea. Come up with a plan for the day.*

b) You and your partner (or partners) want to plan a surprise for a friend for his or her birthday.

*Suggest something you could do to celebrate the day. Give reasons why it's a good idea. Plan what you're going to do or buy for your friend.*

## Extra task: Writing dialogues

Students use the same situations to write 2 dialogues using some of the phrases in the box.

## 9. Teamwork – Making suggestions, giving advice, agreeing and disagreeing

### Task 1 Team players

Unscramble the words to complete the sentences.

#### GOOD TEAM PLAYERS ...

- rowk** with others
- lesvo** problems by trying to **mcoe** up with new ideas
- aekm** suggestions for improvements
- sssicud** their opinions with the rest of the team
- gere**a with someone or maybe **iareedsg** about something
- arhec** a decision that everyone is happy with
- keaps** to their teammates in a respectful way

Direct students' attention to the prepositions that go with each verb.

### Task 2 Making suggestions, Giving advice

Good communication is the key to good teamwork. Read the texts and answer the questions.

#### Dialogue 1

- Nella: Purchasing Department. Nella speaking. How can I help you?  
Jasper: Good morning, Nella. This is Jasper from HR. We've got a bit of a problem, I'm afraid.  
Nella: Oh no, Jasper, what's happened?  
Jasper: Well, I still haven't received the projector I asked you to order about 3 weeks ago. It should have arrived by now and I need it for the workshop I'm giving on Monday.  
Nella: Oh yes, I remember ordering that for you. I'm sorry to hear it hasn't arrived. Why don't I call the company and see if I can find out what happened?  
Jasper: Great, Nella. I'd like to solve this problem today. If the projector is not going to arrive on time, I will have to get another one somewhere else.  
Nella: Don't worry, Jasper. I'll help you find a solution.  
Jasper: Shall I call you back later, then?  
Nella: No, I'll call you once I have some news.

Discuss:

- What is the problem?
- How does Jasper feel at the start of the call and at the end of the call?
- What does Nella suggest?

#### Dialogue 2

- Tony: Hello. Big World Consulting. Tony speaking.  
Amy: Tony. It's Amy. I'm on my way into the city to meet a customer on Long Street at 11, but all the trains seem to be delayed or cancelled.  
Tony: Oh that's right. I heard on the radio that there was a fire at a train station downtown. I think the problem has been solved now, but there will be some delays.

Amy: What do you think I should do? Wait around until the trains start running again, or just cancel the appointment?

Tony: Well, it's still early. If I were you, I'd wait for 20 minutes or so, in case the trains start running again. In the meantime, you should send a message to the customer just so they know there may be a delay.

Amy: Good idea. Thanks

Discuss:

What is the problem?

How does Amy feel at the start of the call and at the end of the call?

What advice does Tony give?

### Dialogue 3

Nicky: Personnel Department. Nicky speaking.

Diego: Hi Nicky, it's Diego here. I'm ringing about Lenny's last day at work next week. I can't believe he's leaving. He's the best manager the team has ever had.

Nicky: I couldn't agree more. We'll definitely miss him. Let's all put some money together to get him a gift. It's important that we do something to say thanks.

Diego: You're absolutely right. That's exactly why I was calling. What about a voucher? I think it's a good idea to let him pick what he wants himself.

Nicky: I'm not sure you're right. A voucher seems a little impersonal for someone who has been with the company for 35 years.

Diego: Let's ask Helen and Julie what they think. They've worked with him for years.

Nicky: That's a good idea.

Discuss:

Why does Diego call Nicky?

What point do the speakers agree on, what do they disagree on?

What does Diego suggest they do to help make the decision?

### Task 3: Getting something done

Making suggestions:	Giving advice:	Agreeing:	Disagreeing:
<i>Why don't we/you ...</i>	<i>You should ...</i>	<i>I (totally) agree with you.</i>	<i>I'm afraid I disagree.</i>
<i>Let's ...</i>	<i>If I were you</i>	<i>I couldn't agree more.</i>	<i>I don't agree with that.</i>
<i>What about ...</i>	<i>If you ask me</i>	<i>You're absolutely right.</i>	<i>I don't think so.</i>
<i>I suggest ...</i>	<i>I don't think</i>	<i>That's a good point.</i>	<i>I'm not sure you're right.</i>
<i>Shall we/I ...</i>	<i>I'm sure</i>		

In groups of twos or three:

a) You and your partner (or partners) want to spend the day together on Saturday.

*Suggest something you could do. Give reasons why it's a good idea.*

*Come up with a plan for the day. Use the phrases in the chart to help you.*

b) You and your partner (or partners) want to plan a surprise for a friend for his or her birthday.

*Suggest something you could do to celebrate the day. Give reasons why it's a good idea.*

*Plan what you're going to do or buy for your friend. Use the phrases in the chart to help you.*