**INTERNATIONAL TRAINING COLLEGE - LINGUA**

**Towards Educational Excellence**

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**LANGUAGE DEPARTMENT**

**ASSIGNMENT 1 FIRST SEMESTER 2023**

**COURSE : CERTIFICATE IN (HRM, AF, BA ,OA, HEALTH, LAW, SPORTS) LEVEL 4**

**SUBJECT : ENGLISH LEVEL 4**

**EXAMINER : C.VAN WYK**

**TOTAL MARKS : 50**

**MARKS**

**\_\_\_\_ = \_\_\_\_\_%**

**50**

**Student Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Student First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Student Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**







**FT PT Distance (*Please Tick one box only)***

**SECTION A: COMPREHENSION AND LANGUAGE**

**QUESTION 1**

**Read the article below and answer the questions.**

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| **HOW TECHNOLOGY HAS CHANGED WORKPLACE COMMUNICATION**  **by Natalie Burg**   1. Business doesn't happen face-to-face as often as some people **would** like it to do. Instead, today's communication depends on conference calls and email chains that make it challenging to get to know your partners. It's been a common lament among business people who are dissatisfied with technology that has become the norm in their daily lives. But with so many workers worldwide now working in virtual teams, many business relationships do depend on technology. However that's not a bad thing - as long as they're using the right technologies in the right ways. 2. 'Collaboration technology sprang up 20 years ago, but we keep acting, behaviourally, like we did when we were meeting face-to-face,' said Keith Ferrazzi, best-selling author of the books*, Never Eat Alone and Who's Got Your Back.* 3. As it turns out, the answer to all the complaints about the evolving workplace wasn't to abandon technology for a more human way of working, but to evolve technology to make the new way of working more human. 4. 'People have to have a delightful experience - a joyful experience – all behind a single **plane** of glass,' said Rick Puskar, Unified Communications' Site Vice President (SVP) for Customer Experience and Services. 5. A new generation of communications technology is upon us. It is addressing the new way to work that is permeating workplaces worldwide. It's what Puskar calls a 'dynamic, cultural shift in the marketplace.' They're making the global workplace exactly what it's looking for: a joyful, delightful experience. 6. Who wouldn't want to engage with that? 7. We live in a global workplace without time zones or office hours. Just ask any spouse who has waited to serve the main course while waiting for a husband or wife to finish a work email at the table. Delayed dinners notwithstanding, the ability to shoot out that email at the dinner table actually allows that spouse to get out of work an hour earlier and be home in the first place. A fair trade off. 8. And it's also good for employers when employees have happy, balanced lives. 'You might be on a conference call with Europe in the wee hours and have to get your kids to a soccer game in the afternoon,' Ferrazzi said. You can do it working virtually, and there's real value in accommodating that employee need.' 9. The better mobile technology becomes and the more employers embrace the bring-your-own-device-to-work (BYOD) philosophy, the more deeply connected workers become to their workplaces, which exist on the same devices as their social networks and family photos. 10. Embracing the mobile workplace is becoming increasingly compulsory. In its Tech Trends 2013 publication, Deloitte projects a 'mobile only' future to the global workforce. Collaboration used to happen in boardrooms with whiteboards and bagels. Today, it's on documents being edited by multiple people all over the world at the same time. Collaboration means sharing screen data and chatting over video. 11. '79% of people work on virtual teams,' said Puskar. 'What's interesting is that in most organisations there is a preponderance of using yesterday's tools.' That's where a disconnect between the promise of the virtual workplace seems to fall short for most people. When using the first generation collaboration tools, workplaces sometimes miss out on the increased productivity offered by the newer wave. 12. Puskar related how he tested this theory with his own team during one of his weekly 06:00 leadership phone calls. Instead of a conference call, he decided to switch to video. 'By leveraging video in a collaborative work environment, I took what was normally a 90-minute call down to 60 minutes,' he said. 'I could see where everyone was. They paid attention like nobody's business.' 13. It's more than just video that is bringing people together. It's also social media. 'Social media?' some companies may ask. 'The thing we're not allowed access to?' The surprising truth about social networks is that they fill the humanity gap many global workers feel in cold, impersonal email chains and conference calls. Take the client of Ferrazzi's who witnessed the phenomenon herself. A home-based consultant of 20 years, she always felt something was missing in her relationship with her clients. Then, along came Facebook. 'She found that the ability to converse on a corporate social network with “her team” and to be able to text with them during conference calls and see them on video has enabled her to feel as if people she's never met are some of her best friends,' Ferrazzi said, 'That's more than a warm and fuzzy outcome.' Ferrazzi said one of the key predictors of employee engagement is whether they have a best friend at work. Even across the world, real relationships forming on social networks are making a real impact on productivity. 14. So mobile communications are great, connecting via video is beneficial and social engagement boosts productivity. Doesn't that sound like an awful lot of digital clutter to keep track of? 15. It is. In fact, a McKinsey Global Institute study found that high-skill knowledge workers spend 19% of their average work week searching for and gathering information. That's an incredible amount of lost productivity time. 'What this new generation of platforms is doing is pulling it all together,' said Ferrazzi. 'You get the information you need for the business, the moment you're in.' 16. Puskar calls it a thought trail. This digital collection of data includes notes from conference calls, recordings of video conferences and every text conversation in a single stream that can be recalled at the click of a mouse. 'At the beginning of a recurring meeting, you get a picture of exactly where things stand, action item status, all relevant documents and emails,' said Ferrazzi. 'It's like the recap at the beginning of a television show. You quickly make the context switch and pick up right where the last meeting left off.' 17. That's some real, measurable **productivity**. And when in human history has an increase in workplace productivity come hand-in-hand with an increase in workplace delight? Joy? Social connectivity? This is what makes the new generation of workplace collaboration tools so exciting. They don't just make the new way to work more possible and productive they also make the job itself more desirable.   ***http://www.forbes.com/sites/unify/2013/12/10/how-technology-has-changed-workplacecommunication/*** |

**SECTION A: COMPREHENSION AND LANGUAGE**

1. Study the title of this article.
2. Do you think the title is suitable for this article? Answer either **YES** or **NO**.

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1. Explain why you think it is a suitable title.

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1. Explain why business does not happen face-to-face as often as it should.
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(2)
3. In what way would this be challenging?

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (2)

1. In the phrase 'become the norm' in paragraph 1, what does 'norm' stand for?

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1. What does 'to work in virtual teams' referred to in paragraphs 1 and 11 mean?

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1. In paragraph 4, Puskar refers to people having a good experience 'behind a single plane of glass.' What does the 'single plane of glass' refer to?

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1. What is meant by a 'balanced life'? (Paragraph 8)

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1. Explain what a 'spouse' is. (Paragraph 7)

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1. Explain the BYOD philosophy (paragraph 9) in your own words.

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1. **Explain what is meant by the following expressions as used in the passage:**
2. A fair trade off (paragraph 7)

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1. in the wee hours (paragraph 8)

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1. To fall short (paragraph 11)

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1. like nobody's business (paragraph 12).

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1. Explain the following **IN YOUR OWN WORDS** (do not quote the words from the passage):
2. 'To live in a global workplace without time zones or office hours'(paragraph 7).

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1. 'The surprising truth about social networks is …………....... (Paragraph 14). **(2)**
2. The words it's (paragraph 2) and its (paragraph 10) have been written differently. The one has an apostrophe and the other not.
3. What do you call each of the two different functions of 'its' and 'it's'?

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1. Use both its and it's in a sentence (or two sentences) of your own to demonstrate the difference in meaning.

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1. Choose a different word from the passage that serves as an example of either of these two functions. Name the function as you have explained in QUESTION 1.20.1 and then give the example.

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1. Rewrite the following sentence in reported or indirect speech:

'Collaboration technology sprang up 20 years ago, but we keep acting like we did when we were meeting face-to-face,' said Keith Ferrazzi.

Start your sentence with: He said that ………………………………………………………….

………………………………………………………………………………………………… **(2)**

1. What do we call the type of questions that have been asked in paragraphs 6,

14 and 17?

………………………………………………………………………………………………… **(1**)

11. When a word sounds the same but is spelt differently and has a different meaning, it is called a **homophone**. Supply any homophones (they do not have to come from the passage or mean the same as the word in the passage) for the following words:

1. Would ………………………………………………………
2. Plane ………………………………………………………
3. Whether……………………………………………………..
4. Need ………………………………………………………….
5. Right …………………………………………………………. **(5)**

12. Write three sentences using the article you know in English grammar

a)……………………………………………………………………………

b)……………………………………………………………………………

c)…………………………………………………………………………… **(3)**