1. Discuss the following points briefly:
   • What kind of software do you use in your company to improve the management of teams/time/projects?
   • Which aspects of your work could be improved by using technology?
   • What are the benefits and drawbacks of applying technology for management?

VOCABULARY

2. Match the words from the two columns to create business-related collocations:

- disruptive
- one-size-fits-all
- address
- be (dis)engaged
- make
- performance
- empower
- achieve
- boost
- employees
- at work
- goal
- performance
- appraisal
- an issue
- approach
- progress
- technology

3. Which underlined words from ex. 1 collocate with all the words in the points below.

A. enhance, optimize, evaluate, measure, poor, outstanding:
   …..performance……..

B. set, reach, pursue, realistic, attainable, strategic:
   …..goal…………..

C. fully, actively, deeply, get, become, in:
   …..engaged………….

D. people, consumers, fully, technology, individuals:
   …..empower………

E. emerging, employ, embrace, apply, implement, adopt:
   …..technology………

F. productivity, growth, efficiency, substantially, activity:
   …..boost………

G. track, impede, review, hamper, technological, slow, rapid:
   …..progress…………

H. adopt, holistic, innovative, develop, use, comprehensive:
   …..approach………

I. resolve, raise, tackle, complex, key, central, contentious, major:
   …..issue…………..
VIDEO COMPREHENSION

4. Watch the TED talk and answer the following questions:

A. How do the four companies (Amazon/Facebook/Spotify/Netflix) help their customers?
   They customize/personalize their services to cater for individual customers

B. How is the home environment different from the work environment?
   At home we use technology that is personalized while at work there is a one-size-fits-all approach

C. How has the technology of management changed work?
   It has not changed much as it hasn’t been evolving fast enough.

D. What examples of technology that help us did the speaker list?
   Mapping app (google maps), health tracking apps

E. What are the benefits of the Orion system that UPS implemented?
   Drivers get home earlier, mileage is lowered, customer satisfaction is up, fewer accidents

F. What did Henry Ford say a hundred years ago?
   He said that if he’d asked people what they wanted, they would’ve said a faster horse

DISCUSSION

5. Discuss the following points in pairs/groups:

- Do you agree with the speaker who said that our work environment hasn’t changed much?
- What if companies understood their own employees better than they understand customers?
- Look at the pie chart on the right and discuss whether your work life is similar or different and to what extent.
- How do you feel about training at work? Is it modern? Has it changed during your career?
- Are there too many processes at your work? How do they affect your work?
- What’s your opinion on performance reviews? How does it compare to what the speaker presented?
- What kind of technological improvements could enhance management at your company?