

# LESSON 3

## GIVE MORE DETAILS ABOUT YOUR WORK EXPERIENCE



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The average interview is 40 minutes long but 33% of managers know within the first 90 seconds if they're going to hire that candidate.

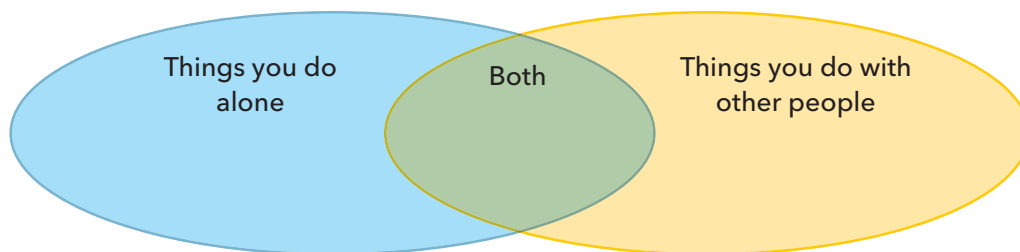


### 1 VOCABULARY Soft skills

**A** ▶ 10-16 Listen. Then listen and repeat.

give feedback: to tell someone how well they have or haven't done something, and usually how they can improve  
 manage your time: to use your time in a productive and useful way  
 stay focused: to pay attention to a specific thing  
 think outside the box: to think creatively using original ideas  
 show leadership: to take actions that show you are good at leading people  
 work as a team: to work with a group of people, as on a project  
 work independently: to do your job by yourself, without supervision  
 think critically: to use logic to think carefully about something  
 deal with conflict: to help solve problems between people  
 handle challenges: to manage problems or tasks that are difficult or complicated  
 build good relationships: to develop positive connections with other people

**B** Put the soft skills from 1A in the correct category.



**C PAIRS** Compare your answers in 1B. Add another soft skill to each category.



### 2 GRAMMAR Information questions with the present perfect

To ask information questions with the present perfect, use a question word + *have / has* + the past participle.

Question word	Have / Has	Subject	Past participle	
What	have	you	tried	to change?
Why		we	waited	so long?
Where		they	worked	in the past?
Who	has	he	worked	with on a team?
How		she	dealt	with conflict?
When		he	shown	leadership?

#### Notes

- It's possible to use *what* + a noun. **What problems** have you solved?
- It's possible to use *how* + *much / many* + a noun.

**How much time** have we spent on this project? **How many interviews** have you had?



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### 3 CONVERSATION



**A** ▶ 10-18 Listen or watch. Circle the correct answers.

- What does Joanne say is one of her strengths?
  - She is very positive.
  - She is very friendly.
  - She is very creative.
- Why does Joanne think feedback is important?
  - It helps her understand how to improve.
  - It helps her think critically.
  - It helps her resolve problems.
- What difficult situation did Joanne have at work?
  - She wasn't giving good feedback to her team members.
  - She had some team members who weren't getting along.
  - She didn't know how to build good relationships.
- What did she do to resolve this conflict?
  - She helped them to see each other's point of view.
  - She met with them as a group to discuss the issue.
  - She divided up the team.



**B** ▶ 10-19 Listen or watch. Complete the conversation.



Mandy: What are your strengths?

Joanne: I welcome feedback and I use it to make my work better. I think that's very important.

Mandy: Can you give me an example? \_\_\_\_\_ you used feedback?

Joanne: Sure. I share my ideas with my colleagues and I ask for feedback. I use their ideas to improve my work.

Mandy: That's interesting. Are there any work skills you're still working on? \_\_\_\_\_ you done specifically?

Joanne: I've worked hard to manage my time better. I've learned that it's OK to sometimes let things go.

**C** ▶ 10-20 Listen and repeat. Then practice with a partner.

**D PAIRS** Make new conversations. Use the words in 1A or your own ideas.



#### CONVERSATION SKILL

##### Express an opinion

To express an opinion, say: *In my opinion...*, *It seems to me (that)...*, *I feel that...*, *In my experience...*, *I believe (that)...*, *I think (that)...*, or *I find (that)...*

**A:** Tell me about your strengths, Joanne.

**B:** I believe that I deal with challenges well.

Listen to or watch the conversation in 3A again. Underline the expressions that you hear above.

### 4 TRY IT YOURSELF

**A MAKE IT PERSONAL** What soft skills do you have? What are your strengths? Take notes.

**B PAIRS** Tell a partner about your soft skills and strengths. Ask questions to get more information.

**A:** In my opinion, I manage my time well.

**B:** When have you used this skill?

■ I CAN GIVE MORE DETAILS ABOUT MY WORK EXPERIENCE.

