

# 11 Giving Feedback



Dear Loren,

Thanks for your presentation today. The technologies your lab is developing sound fascinating. Attached are some **comments** on your presentation. Overall, you did a good job. This **feedback** is intended as **constructive criticism**. My goal is to help you **improve**.

There were several **strengths** to your presentation. At the beginning of your talk, you **enunciated** clearly. You made eye contact and seemed excited. That **worked** well because it engaged the audience. But that changed when you began to talk about technical challenges. You started to **mumble**. That was a major **weakness**. It distracted from your interesting points.

I also think you should **redo** your poster. There was too much information. This made it a bit confusing. You should delete all of the introductory figures. Then you would have space to **clarify** your main point. You could also **expand on** the funding question.

Once you **revise** it a little, this will be a great presentation

Sincerely,  
Katy Lipton  
Project Manager

## Get ready!

### 1 Before you read the passage, talk about these questions.

- 1 What are some common situations in which feedback is important?
- 2 What are some strategies for giving effective feedback?

## Reading

### 2 Read the letter. Then, choose the correct answers.

- 1 What is the main purpose of the letter?
  - A to comment on the presenter's appearance
  - B to offer suggestions for improving the presentation
  - C to suggest removing the poster from the presentation
  - D to provide criticism on new technologies
- 2 Which of the following was NOT a weakness of the presentation?
  - A The poster contained too much information.
  - B The speaker mumbled when discussing technical challenges.
  - C The speaker failed to make eye contact with the audience.
  - D The main point was not sufficiently clear on the poster.
- 3 What does the woman suggest?
  - A avoid appearing too excited
  - B explain the main point more clearly
  - C add information to the poster
  - D talk about technical challenges

## Vocabulary

### 3 Match the words or phrases (1-10) with the definitions (A-J).

- 1 — comment
  - 2 — revise
  - 3 — strength
  - 4 — clarify
  - 5 — mumble
  - 6 — enunciate
  - 7 — constructive criticism
  - 8 — feedback
  - 9 — redo
  - 10 — work
- A helpful commentary
  - B to make changes
  - C a successful element
  - D to speak distinctly
  - E to make more precise
  - F to speak indistinctly
  - G a note or remark
  - H to make again
  - I to function successfully
  - J a response



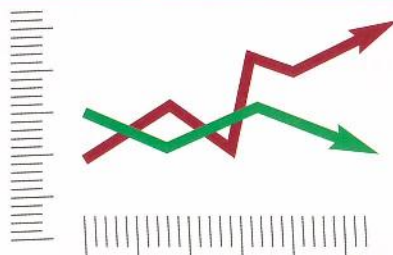
# 12 Motivating Staff



bonus



## SALES GOAL



contest

### Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 Why is it important to motivate staff members?
- 2 What are some effective motivational strategies?

### Reading

- 2 Read the email. Then, choose the correct answers.

- 1 Why does the manager want to motivate the staff?
  - A to prevent a price reduction on the old designs
  - B to show appreciation for their hard work
  - C to increase sales of the old furniture designs
  - D to increase sales of the new furniture designs
- 2 Which of the following rewards is NOT suggested?
  - A a new company phone
  - B vacation days
  - C a monetary bonus
  - D a discount on store purchases
- 3 What solution does the woman support most?
  - A to reduce the prices on the new line
  - B to buy a new company phone
  - C to increase the commission percentage
  - D to use easy, low cost solutions

To: alvin.rubio@furniturewarehouse.org  
 From: christina.mcgill@furniturewarehouse.org  
 Re: Selling this Year's Models

Hi Alvin,

I have a few ideas about raising our sales numbers that I'd like to run by you. Sales on last year's furniture designs have been up. The prices on the old designs were reduced, so they've been selling quickly. But we need to find a way to **motivate** our sales **staff** to sell the new line.

I was considering **offering** a simple monetary **bonus** to the top seller. We could also have a sales **contest**. We could give **awards** for a few things. **Rewarding** top overall sales and the most sales in one day might work, too. The rewards could be simple **perks**. For example, winners might get extra vacation days or a new company phone.

These would all be easy, low cost solutions. But I really think we should raise the **commission** percentage. This would show our **appreciation** for everyone's **hard work**. This would be a bigger change, but I think it would benefit the company.

Let me know what you think,  
 Christina

### Vocabulary

- 3 Fill in the blanks with the correct words or phrases from the word bank.

#### word BANK

staff perk hard work offer  
 motivate reward commission

- 1 The manager looked for ways to \_\_\_\_\_ her employees to work harder.
- 2 The company decided to \_\_\_\_\_ a prize for the highest sales numbers.
- 3 The entire \_\_\_\_\_ has been working hard to make this project a success.
- 4 This job has one important \_\_\_\_\_. I get my own parking spot.
- 5 The sales person gets a ten percent \_\_\_\_\_ on every sale.
- 6 Because of all your \_\_\_\_\_, we've accomplished our goals this year.
- 7 The best \_\_\_\_\_ for doing a good job is the respect of my co-workers.