

# How to motivate someone

In this lesson you will learn ways of encouraging people in their work.

## Starter

- Which two of these factors motivate you most at work? Why?
  - perks or benefits
  - challenging work
  - comfortable environment
  - helping others
  - high status
  - praise from others
  - financial reward
- Do you think your colleagues would reply differently? How?



## Expressions

1 Cheung has transferred from the Shanghai office to the New York office of Verne & Brewers, the audit company she works for. Listen to extracts from two meetings she has with Greg, her line manager. The second meeting takes place six months after the first one. Answer the questions.

- In the first meeting, what problems does Cheung have at work? Why does Greg think Cheung should not leave New York?
- In the second meeting, why is there a possibility of a new job for Cheung? What does she have to do to get the new job?

2 Which of these phrases does Greg use when he is encouraging Cheung to stay? Which phrases does he use when he is encouraging her to go for the promotion?

- Don't be so hard on yourself.
- It's a great opportunity for you.
- You shouldn't give up so easily.
- It's up to you to go the extra mile.
- We'll be counting on you to make the most of it.
- You just need to give yourself a bit more time.

## Speaking

- Role-play the following situations with your teacher. Try to use language from Expressions.
  - One of your kitchen sales reps (your teacher) has failed to meet the last two months' sales targets, despite apparently working hard. They are feeling demotivated and not making as much effort as previously. You have a meeting to improve their motivation.
  - The same kitchen sales rep has made a great effort and has been exceeding targets for the past few months. They now have the possibility to go for a sales manager position by taking part in management training. Motivate them to spend time on the training and go for the promotion.

## Language box

We use the present simple to talk about habits and routines, long-term situations, and facts:

We hold a team meeting every Monday.

We use the present continuous to talk about activities happening now, or temporary actions:

We're running a promotion on bathroom suites this month.

We also use the present continuous to talk about arranged activities in the near future:

They're delivering the goods tomorrow.

*Always / constantly* + present continuous is used to emphasize a long-term habit. Often they reflect a negative attitude:

We're always trying to improve our service.  
Sue's constantly complaining.

## Hint

We use the present perfect to connect the past to the present, as an unfinished time period:  
You've only worked here six months so far.

6.1 3 Correct the mistakes in the sentences. Then listen again to check your answers.

- 1 You've been coped very well with the workload.
- 2 OK, you're having some problems in the short period, but you can turn these around quite quickly.
- 3 Thanks for all the hard work you've been putting up.
- 4 I'm also really pleased for the way you've managed to integrate into the team.
- 5 If you can keep on the good work, ... you stand an excellent chance of promotion.
- 6 I'm appreciating the fact that you haven't been here long.
- 7 I'm sure you wouldn't have any trouble adapt to the new role.



## Writing

- 1 Cheung wrote this email after her first meeting with Greg. Read her email and write Sara's reply. Try to use some of the language from Expressions and the Language box.

Dear Sara,

Thanks for the mail – great to hear from you and catch up with your news.

Well, I have to say things haven't been easy for me since I arrived. It seems like it's been one problem after another. First of all, it was hard to find an apartment, then I had trouble getting my residence permit, and there always seems to be some new problem with the office work. I think I underestimated how hard it would be to work in a different culture, and in English. My colleagues are friendly, but I don't always understand them – especially their jokes. But that's not the worst part. What's really difficult is when I go to meetings and everyone's talking at once – then I just can't keep up.

I have to admit I'm feeling a bit homesick too. I've even been thinking about asking for a transfer back home. What do you think I should do? I'd welcome some advice.

Take care,  
Cheung

Stative verbs, such as *like*, *believe*, *know*, *want*, *own*, are not usually used in the present continuous:

Mike *doesn't believe* that I sent him the email.

Some verbs can be used in the present simple or present continuous with a difference in meaning:

I *think* we should lower our prices.  
(= in my opinion)

I'm *thinking* about looking for a new job.  
(= I'm considering at the moment)

## Look

Look at listening script 6.1 on page 124. Find more examples of the present simple and present continuous.

## Lesson record

3 new words                      3 useful phrases  
from this lesson                from this lesson

- 1 .....
  - 2 .....
  - 3 .....
- 1 .....
  - 2 .....
  - 3 .....

Things to remember

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