

Upgrading management technology by Leerom Segal

WARM-UP

1. **Discuss the following points briefly:**
 - What kind of software is used in your company that improves 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 | • employees |
| • one-size-fits-all | • at work |
| • address | • <u>goal</u> |
| • be (dis) <u>engaged</u> | • performance |
| • make | • appraisal |
| • <u>performance</u> | • an <u>issue</u> |
| • <u>empower</u> | • <u>approach</u> |
| • achieve | • <u>progress</u> |
| • <u>boost</u> | • <u>technology</u> |

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

- enhance, optimize, evaluate, measure, poor, outstanding:
.....performance.....
- set, reach, pursue, realistic, attainable, strategic:
.....goal.....
- fully, actively, deeply, get, become, in:
.....engaged.....
- people, consumers, fully, technology, individuals:
.....empower.....
- emerging, employ, embrace, apply, implement, adopt:
.....technology.....
- productivity, growth, efficiency, substantially, activity:
.....boost.....
- track, impede, review, hamper, technological, slow, rapid:
.....progress.....
- adopt, holistic, innovative, develop, use, comprehensive:
.....approach.....
- 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 did the technology of management change 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, less accidents
- F. What did Henry Ford say a hundred years ago?
If he asked people what they wanted to they would ask for 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?
- What if companies understood their own employees better than they understand customers?
- Look at the pie chart on the left 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?