

English at Work  
*Episode 36: The power struggle*  
*Language for working with someone new*

*(Anna on the computer, singing to herself)*

- Narrator:** Welcome back to English at Work where Anna is very... well, very happy! You're in a good mood Anna.
- Anna:** Well, I'm just back from France, where everything went really well. It was quite an experience.
- Narrator:** Good. You got the contract for that big order. All you need to do now is to deliver what you've promised.
- Anna:** I know *(singing to herself again)*.
- Denise:** Hello Anna. Is Tom OK, he seems really grumpy since he got back from France?
- Anna:** He's fine. He just had to sleep on the sofa last night.
- Denise:** Really?! I'm sure that's not what he was planning. Now, did Paul mention he's got a new member of staff for you to meet this morning?
- Anna:** No.
- Denise:** Typical! Well, she's coming up in the lift with Paul now.
- Anna:** Oh, so who is she?
- Denise:** It's Rachel. Do you remember? She's the woman who Mr Socrates recommended. He says she's brilliant and *allegedly* one of his best employees... oh, here she comes now.
- Paul:** ...and this is our office. Ah, Anna, there you are. Did I mention before you went to France, that Rachel is joining us for a while?
- Anna:** No.
- Paul:** Ah... well... here she is. This is Rachel.
- Rachel:** Hi!
- Anna:** Hi. I'm Anna. I work here as a Sales Executive.
- Rachel:** I know. You're quite new aren't you, ya?

**Paul:** Not that new. She's just won a great contract for us. Anyway, looks like you two are going to get on like a house on fire. Anna, I'd like you to, sort of, work alongside Rachel.

**Rachel:** Alongside? Shouldn't I be in charge?

**Paul:** Yes... it's just, you know, you're not familiar with our office and Anna is, sort of, across this new contract... so... if you don't mind?

**Rachel:** OK. Just for now, but don't think I'm going to be told what to do.

**Anna:** I'm sure you won't be Rachel but maybe we could help each other?

**Rachel:** I'll try.

**Anna:** Good! *(To herself)* Oh dear. This is awkward. I've never worked with anyone like *this* before.

**Narrator:** Well, now's your chance Anna. Rachel may be awkward to manage but try these phrases which may help things go more smoothly. Say "I understand you have lots of experience so I would like to use your skills to help with the task." And "together we can do this job really well." But why not just start by making her a cup of tea. Good luck!

**Anna:** Oh thanks. *(To Rachel)* Rachel, would you like a cup of tea? And then we could talk about this contract.

**Rachel:** I don't drink tea. Let's just get down to business.

**Anna:** Oh, right.

**Rachel:** Now, I think you need to check your stock and make sure you've got your oranges.

**Anna:** Err... It's lemons actually.

**Rachel:** Whatever. Just get them and... you know... put them in a... thingy... a box.

**Anna:** Well, actually... I understand you have lots of experience so maybe we could you use your skills for this task?

**Rachel:** Well, it's true, I do have lots of experience. Thanks for recognising that.

**Anna:** So maybe... we could work on this job... together?

**Rachel:** Oh ya, sure. Great. Of course. I can get hold of these oranges... err... lemons, pronto. I know a man who can get some second-hand ones, it'll save us loads of money.

**Anna:** But what about the quality?

**Rachel:** Quality?! It's the cost we've got to worry about. Keep up Hannah.

- Anna:** Anna.
- Narrator:** Come on Anna. Don't let her boss you around. It's time to stand your ground. If she causes trouble say "let's discuss this so we can agree on a plan of action" or "please respect my decision and let's move on."
- Anna:** Hmm, OK, I'll give it a try. *(To Rachel)* Rachel, I like your enthusiasm but... can we discuss this so we can agree on a plan of action?
- Rachel:** Of course. Why didn't you say? Come on discuss... discuss... talk!
- Anna:** Well, we pride ourselves on quality products and our Imperial Lemon is particularly good... and I think our client is expecting that. So I would like to send them what I had promised in the contract.
- Rachel:** Oh ya, I see. But I'm not really sure you're right.
- Anna:** Well, if you could just respect my decision this time and we can move on?
- Rachel:** Well, just this once Hannah. But I think I'm going to have to talk to Mr Socrates about you.
- Narrator:** Well done Anna for standing your ground. It can sometimes be tricky working with a new member of staff, but it's important to try and develop a good working relationship – remember business comes first! Let's hear those phrases again:
- I understand you have lots of experience, so I would like to use your skills to help with the task.*  
*Together we can do this job really well.*  
*Let's discuss this so we can agree on a plan of action.*  
*Please respect my decision and let's move on.*
- Tom:** Hi Anna. Can't believe we were in France this time yesterday.
- Rachel:** Oh hello, Tommy boy. Long time no see! This is a nice surprise.
- Tom:** Err... mmmm...
- Anna:** Have you two met before?
- Rachel:** We certainly have. Hey Tommy boy?
- Tom:** *(To himself)* Oh no!
- Narrator:** Ha ha. Looks like Tom is lost for words – let's hope he finds them in time for the next episode of English at Work. Bye!

### Listening Challenge

What fruit does Rachel think they are sending to the new client?  
*(Answer: oranges)*