

Learning objectives in this lesson

Reading for gist, scanning for specific information, focusing on key vocabulary from the text, using vocabulary from the text, reading for detailed comprehension, and giving opinions about the topic of the text.

- 1 Ask students to work in pairs and discuss the questions, then take feedback from the whole class.
- 2 Ask students to read the text quickly to get the overall message. They should then decide if the ideas they came up with in 1 were mentioned.

Answers

- 1 Outsourcing is when one company arranges formally for another company to do a particular job for them.
- 2 Answers will vary, but students might have discussed the impact on customer services and the loss of jobs in the original company.
- 3 Outsourcing is simply arranging for another company that specializes in a certain business activity to do a job for you – this could be in the same country as the original company. Offshoring is contracting a company in another country (usually one with lower salaries) to do this job for you.

- 3 Ask the students to read the text again quickly and to match the people to the opinions. They can then check their answers in pairs, before feeding back to the rest of the class.

Answers

1 c 2 a 3 b

- 4 Ask students to look at the text again and match the nouns to the definitions. They can then check their answers in pairs, before feeding back to the rest of the class.

Answers

- | | |
|----------------|---------------|
| 1 breakdown | 6 growth |
| 2 complaints | 7 willingness |
| 3 improvement | 8 benefits |
| 4 conditions | 9 access |
| 5 consequences | 10 delays |

- 5 Ask students to work in pairs and to find the words that follow nouns 1–5. Then ask them to create their own sentences using all the nouns in 4. Check the sentences with whole class.

Answers

- 1 improvement + in
- 2 willingness + to take (infinitive)
- 3 breakdown + in
- 4 growth + in
- 5 consequences + of

- 6 Students should read the text again. Allow more time for them to read carefully. Be prepared to answer questions about vocabulary and refer students to the glossary to help them. Students should then answer the questions in their own words. Students can compare answers in pairs before feeding back to the rest of the class.

Answers

- 1 The threat of offshoring has made office workers in the US work harder and they are more likely to accept smaller pay rises.
- 2 Because offshoring has led to jobs losses in America and subsequently fewer people are paying taxes.
- 3 People are concerned that employees in offshore companies do not get the same working benefits and may be exploited in comparison to staff in the original country.

- 7 Ask students to look at the text again and find three words that could be useful in their jobs. When they have chosen the words, ask students to compare their choices in pairs and encourage them to explain why the words will be useful. Make sure that students can pronounce these words and that they know how to use them correctly in a sentence.

- 8 Ask students to discuss the questions in pairs or small groups. Take feedback from the whole class.

Answers

Answers will vary, but students may discuss the fact that outsourcing can save a company money. They may also mention that it may be better to outsource certain activities to specialist companies so that a particular task can be done well using the relevant expertise. They may also talk about how offshoring can lead to problems, particularly if a company moves its customer services division overseas. This is because often these overseas companies cannot react to complaints directly. There can also be linguistic and cultural difficulties.