

LESSON 8

THE WORLD OF CONSULTANTS

KEY POINT SPECIALIZED CONSULTING

Consider the following:

Do you have any experience with consultants?

Do you have any friends that are consultants?

Does your organization use consultants?

Does your productivity get measured in your organization?



DEFINITION:

Modular: (adjective): A physical area that is separated into smaller spaces.

Consultants are found in every sector. Various organizations use them to come up with answers. On occasion, they also are used to pass on the blame of difficult or sensitive decisions. The following is a report from an ergonomics consultant at the World Bank in Washington DC.



Time 60 Minutes

Vocabulary Consultancy vocabulary

Key Points Specialized consulting

Grammar Who Whom Whose Which What

Objectives Consultant vocabulary and expressions

Review

VOCABULARY AND EXPRESSION BUILDERS

Hired: To employ new staff.

They are hiring new employees.

To come up with: Do you have to problem solve when you are working?

We had to come up with solutions.

Behavior: Do you measure the conduct of your students?

The students behave well.

Among: To be included in a group.

They were among the best in the competition.

Furthermore: To add an idea in a sentence use furthermore.

Furthermore, they need to take disciplinary action.

R&D: The research and development team has to formulate good solutions.

The R&D team writes patents each year.

Seldom: Not very often.

I seldom see my colleagues after work.

A set up: To plan and organize.

I like the way you set up the offices.

Modular: To build in sections.

The new office has wall separation with modules.

Ergonomics: The relationship of humans and their environment.

The ergonomics of the chair were good.

Submitted: The project was given to the boss.

He had to submit his proposal before Tuesday.

On occasion: We sometimes go to the beach and sometimes to the mountains.

On occasion, we go on holiday.

Disillusioned: They were disappointed with the results.

He was disillusioned with the performance of the software.

SENTENCE BUILDERS

Read each sentence out loud several times.

1. He was hired to come up with an ergonomic solution.
2. The behaviour of the R&D team was unproductive.
3. They seldom have coffee breaks together, and furthermore they eat at their desks.
4. They were among the team looking for the solution.
5. The team was disillusioned with the results.

COMPREHENSION BUILDERS

A Consultant's Report

Who is Jan Schmidt? What does he do? To whom does he answer? Whose client is he working for? Which area of expertise does he work in?

Jan Schmidt works for KPMG. He has been hired by the World Bank in Washington DC to do consulting work. He is an expert in ergonomic environments and business work spaces. The bank is having problems with productivity in its research department and they have asked Jan to come up with a solution for the situation.

The following is a preliminary report submitted to the client with recommendations.

Situation.

The research department at the World Bank has been having internal communication problems. This has resulted in poor productivity and low office morale. We have been observing the team for the past three weeks to evaluate the communication behaviour among them. Here is an analysis of the situation.

Observations.

There are twenty people working in the department. The offices are set up so that they communicate by telephone and by email. On occasion, we have observed that they use the internal network chat system to resolve problems. Furthermore, the coffee machine is located on the ground floor so the R&D team seldom chat around coffee breaks. Most of them eat at their desks.

Recommendation.

The preliminary observations reveal that one of the possible recommendations for this situation is to set up an open space. The walls in the department are modular so it would not be too difficult to do this. Preliminary estimates for costs are around \$35,000 to complete the project.

Jan Schmidt.
Senior Ergonomic Consultant KPMG
Washington DC

QUESTIONS

- 1) KPMG is a _____.
 - a. consulting company
 - b. part of the world bank
 - c. an accounting company

- 2) The research department at the World Bank _____.
 - a. wants to hire Jan Schmidt full time
 - b. is not in Washington DC
 - c. has internal communication problems

- 3) The staff in the department usually _____.
 - a. communicate by internal chat
 - b. have coffee together on the ground floor
 - c. eat in restaurants

- 4) Jan Schmidt recommends _____.
 - a. making sure they eat together
 - b. firing all of them
 - c. building a modular solution

EXERCISES

Complete the sentences using one of the following. **Who Whom Whose Which What**

1. _____ is at the cinema tonight?
2. I found a report on ergonomics. _____ wrote it?
3. You can either come up with an answer or set up a team to solve it. _____ is the best solution for you?
4. _____ laptop is that? Furthermore, it has confidential data on it.
5. _____ is that over there? It is John.
6. _____ team does she belong to? I think it is either the red or green team.
7. _____ do you report to the company? I report to Jack Fraser.
8. _____ does the R&D team do? They research Fortune 500 companies.
9. They are either going to ride through the problems or they will be out of the picture. _____ situation do you prefer?
10. _____ does she work with? She works with the director of the World Bank.