



This week...

Akio tells Jack that the company might outsource some of its jobs soon. Jack wants to know more about outsourcing.

Lesson Objectives...

- Discussing outsourcing
- Managing work flow

Business English Conversation

Advanced Class

Warm Up – Topic Question



Does your company outsource any tasks or systems?

Picture Description

Why are they looking at that globe?



B



A



What decisions are they making?

Akio	Did you hear that the company's going to be outsourcing some jobs and systems?
Jack	That's news to me. What does that mean, though?
Akio	Well, it means that certain processes and jobs that would normally be done by our employees will now be done by other companies.
Jack	Why would we do that? Doesn't that cost money?
Akio	Sure, but it's probably a lower cost than paying salaried employees.
Jack	Why don't all companies save money and outsource everything, then?
Akio	Generally because outsourcing is not an ideal situation. They'll have less control over the output, the quality of the work, and won't be able to directly manage the staff responsible for doing it.
Jack	Ah, so it has good points and bad points, then.
Akio	Exactly! Let's hope it works out for the best.

Did you hear that we will be outsourcing some work from next month?

1. Did you hear
2. Well, it means that
3. Sure, but it's probably
4. Let's hope



Student A informs Student B that the company they both work for will be outsourcing a major task. Student B considers the details and likely effects.



Student A: Tell Student B that the company is going to outsource a major task.

Student B: Discuss the effects of this with Student A.

Continue the conversation using the

Key Phrases and **Tasks** from below.

Key Phrases

- Have you heard they're thinking of outsourcing?
- Apparently it's because
- It might mean that
- Why would they do that?
- Where will it be outsourced to?
- How will this affect us?
- *Other*

Tasks to be Outsourced

- production
- customer service
- quality-control
- IT services
- social media marketing
- payroll processing
- event management
- *other*

Agree or Disagree



1. Products made in Japan have a higher quality than products made overseas.
2. Companies should outsource as much as possible.
3. Workers in overseas factories aren't paid enough.

- Would you rather buy products made in Japan, or less expensive ones made abroad?
- Do Japanese companies often outsource work to foreign companies?
- What are the alternatives to outsourcing?

- affect - *How is that likely to **affect** other employees?*
- control - *We'll still be in **control** of the major choices.*
- hope - *Let's **hope** they don't outsource our jobs.*
- ideal - *That option would be less than **ideal**.*
- major - *This is a **major** change for the company.*
- outsource - *We're **outsourcing** production to Malaysia.*
- payroll - *An outside company will be handling **payroll**.*
- salaried - *That's bad news for the **salaried** workers!*