



## 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

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## Super Class

## Warm Up – Topic Question



Does your company outsource any tasks or systems?

# Picture Description

Why are they looking at that globe?



B



A



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



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.

## 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*



Talk about one of the following topics for one minute:

1. Finding the right balance of cost and quality.
2. Ethical implications of outsourcing to developing countries.
3. Doing everything in-house.

\*Other students in the class, ask one question each to the presenter after the speech

- 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?

I'd prefer to try and do the work **in-house** rather than outsource to a foreign company.



**in-house** – to do something within the company, instead of outsourcing it

- I don't think we will be able to do everything **in-house** anymore.

**out of sight, out of mind** – if you can't see it, you won't think about it

- Since we outsourced the customer service department, I'd forgotten how busy it could be. **Out of sight, out of mind!**

**the left hand doesn't know what the right hand's doing** – different parts of a company accidentally work against each other

- It sounds like both departments were trying to use the same resources to achieve the same goal. **This is what happens when the left hand doesn't know what the right hand's doing!**