

13 Skills

A Are you good with people?



- Mary is very good with people.
- She is good with figures.
- She isn't very good with languages.



- Lee is very good with figures.
- He is good with computers.
- He isn't very good with people.

Note

You use **good** or **very good** in affirmative sentences and **not very good** with negatives.

B Skills

- Mary has **people skills** – she is very good with people.
- She **doesn't have language skills** – she isn't very good with languages.

Mary also has very good:

- **management skills** – she's a very good manager.
- **listening skills** – she listens carefully to what people say.
- **presentation skills** – she explains things very clearly.

- Lee has **computer skills** – he is good with computers.
- He **doesn't have people skills** – he isn't very good with people.

Lee also has very good:

- **problem-solving skills** – he finds an answer to every problem.
- **negotiating skills** – he is good at discussing things when people don't agree.
- **language skills** – he grew up speaking Cantonese, and he also speaks very good English and Japanese.

C Skilled and unskilled workers

At Exquifoods, there are a lot of **skilled workers** – people with special skills, sometimes called **specialists** or **experts**, for example **production specialists** and **research workers**. There are also **unskilled workers** – people without special skills, for example **production workers** and **cleaners**.



A skilled worker



An unskilled worker

13.1 Look at A opposite. Read the sentences about Ricardo and Fabia, and decide what they are (not) (very) good with. Look at the example before you begin.

1 Ricardo likes computers and he knows how they work.

He's (very) good with computers.

2 When Fabia uses a computer, she has problems.

3 When employees are unhappy, Fabia can help them.

4 When employees are unhappy, Ricardo can't help them.

5 Ricardo speaks Chinese and Japanese very well.

6 Fabia doesn't speak any other languages.

7 When Ricardo looks at the company's figures, he knows how to make them better.

8 When Fabia looks at the company's figures, she doesn't understand them.

13.2 Look at B opposite. Now describe the skills of the people in 1–6 in 13.1 above. Look at the example before you begin.

1 He has computer skills.

2

3

4

5

6

13.3 Answer the questions with expressions from B opposite. What skills do employees need if a company wants to do the following?

1 sell to countries where they speak another language

2 find answers to their problems

3 tell people clearly about their ideas and products

4 sell products at the right price when the customers don't want to pay that price

5 understand what people want

6 manage the company well

13.4 Look at C opposite. Are these sentences true or false?

1 A specialist is someone without skills.

2 Cleaners are unskilled workers.

3 Research workers in laboratories are unskilled.

4 Experts have skills in a particular area.

5 All production workers are production specialists.

6 Skilled workers are usually paid less than unskilled ones.

Over to you



- What are you (very) good with? What are you not very good with?
- Think of a colleague. What skills does he or she have?

ANSWERS

- 13.1**
- 2 She isn't very good with computers.
 - 3 She's (very) good with people.
 - 4 He isn't very good with people.
 - 5 He's (very) good with languages.
 - 6 She isn't very good with languages.
 - 7 He's (very) good with figures.
 - 8 She isn't very good with figures.

- 13.2**
- 2 She doesn't have computer skills.
 - 3 She has people skills.
 - 4 He doesn't have people skills.
 - 5 He has language skills.
 - 6 She doesn't have language skills.

- 13.3**
- 1 language skills
 - 2 problem-solving skills
 - 3 presentation skills
 - 4 negotiating skills
 - 5 listening skills
 - 6 management skills

- 13.4**
- | | | |
|---------|---------|---------|
| 1 false | 3 false | 5 false |
| 2 true | 4 true | 6 false |

Over to you (sample answer)

- I'm very good with computers and with figures, but I'm not very good with people.
- My colleague Jane has people skills – they always do what she asks them to do.