

## UNIT EIGHT - CONSULTANTS

### LISTENING 8.1. , p. 70

**TASK** Complete the sentences with the words/phrases from the listening exercise.

1. Once a company has identified a problem, consultants can \_\_\_\_\_ **(3 words)** the exact task of consultancy.
2. Consultants need to establish objectives and principles. Here they often \_\_\_\_\_ **(2 words)** SMART which stands for \_\_\_\_\_ **(4 words)** and \_\_\_\_\_ **(1 word)**. Clients need to establish a \_\_\_\_\_ **(1 word)**, a budget and a \_\_\_\_\_ **(1 word)**.
3. To choose the best consultant, you come up with a \_\_\_\_\_ **(1 word)** and ask them to \_\_\_\_\_ **(3 words)**.
4. Once you have \_\_\_\_\_ **(1 word)** one of these consultants, you need to \_\_\_\_\_ **(2 words)** a written contract.
5. The contract needs to contain information about \_\_\_\_\_ **(1 word)**, i.e. the goods and services that are going to be delivered.
6. Fees usually \_\_\_\_\_ **(2 words)** one or two types. The main difference lies in the \_\_\_\_\_ **(6 words)**.
7. \_\_\_\_\_ **(3 words)** contract the consultant \_\_\_\_\_ **(3 words)**.
8. The company hiring consultants has to make sure the \_\_\_\_\_ **(1 word)** between them and the consultant is right.

### LISTENING 8.2. , p. 71

**TASK** Complete the gaps with prepositions if necessary.

1. What about overseeing \_\_\_\_\_ the work?
2. What deliverables have you agreed \_\_\_\_\_ ?
3. What problems are consultants coming \_\_\_\_\_ ?
4. It's best if the consultant reports \_\_\_\_\_ just one person.
5. Some staff are resistant \_\_\_\_\_ change.
6. Some critics say consultants just snoop \_\_\_\_\_ and only produce a report telling you something you already know.

### READING, p. 73

1. Explain the expressions a) "money for an old rope", b) jack in their ordinary jobs
2. Which industries tend to spend most money on consulting services? What do they expect from consultants?

3. As consultancy business is relatively young, it tends to be less competitive than other businesses. T/F
4. Which employee target groups do consultancy companies usually try to attract and how? What do they want in return?
5. What strategies may some consultants be using to get more business?
6. Explain the expressions "unscrupulous" and "with hindsight".
7. How do clients sometimes put pressure on consultants?
8. Explain the expression: some companies are "high maintenance".
9. Why can an inexperienced client find himself in a situation where they are paying a huge fee for substandard services from consultants? How does the industry protect itself from underperforming consultants? Why is the existing protection still insufficient?
10. What general tendency in business today has made it easier for consultancy business to thrive?
11. It's not easy for a client company to choose a suitable consultant. T/F
12. Give an example of consultancy service which worked extremely well and failed in two projects assigned by the same company.