

Outsourcing

Level

Intermediate

Tasks

Discussing which job sectors are currently being outsourced
Scanning an article to check the answers
Reading the article and summarising the two points of view
Matching words to create business collocations
Discussing issues arising from the article

How to use the lesson

- 1 Write the word "outsourcing" on the whiteboard and check what students understand by the word. Hand out the worksheet and ask students to decide which job sectors from the box they expect to be outsourced.
- 2 Ask students to scan paragraph 1 of the article to check their answers in exercise 1.

Answers

telesales, financial services (credit card and loan applications), IT, accountancy, customer services

- 3 Ask students to read the whole article and then summarise the two views on outsourcing.
- 4 Ask students to match the words to create some common business collocations found in the article.

Answers

(a) – (3) *insurance claims*
(b) – (5) *customer services*
(c) – (2) *payroll processing*
(d) – (1) *cost savings*
(e) – (4) *call centre*

- 5 Ask students to work in groups to discuss their answers to the questions. Monitor the discussion. Ask some students to report their ideas to the class, then hold a class feedback session.

Related websites

Send your students to these websites, or just take a look yourself.

<http://www.outsourcing.com/>

<http://www.outsourcing-faq.com/>