

**CW English**

to suit your needs

# **Workplace Communication**

Relative Clauses with Prepositions

# Verb of the Day: **To Deal**



**Meaning:** **To deal** means to take action, manage a situation, or do business with someone.

## Spanish

- **tratar / ocuparse de / gestionar / negociar**

- **Examples**

### Formal:

We need to deal with this matter before the end of the week.

*Tenemos que ocuparnos de este asunto antes de que acabe la semana.*

### Informal:

I can't deal with another meeting today.

*No puedo con otra reunión hoy.*

### Workplace English:

She deals with customer complaints professionally.

*Ella gestiona las quejas de los clientes de forma profesional.*

### Business meaning:

Our company deals mainly in software solutions.

*Nuestra empresa se dedica principalmente a soluciones de software.*

### 1. Formal:

We are currently dealing with several urgent requests from international clients.

### 2. Informal:

I've had to deal with so many emails today.

### 3. Workplace English:

The HR department deals with staff concerns and internal communication.

### 4. Business meaning:

This company deals with suppliers across Europe.

# Relative Clauses with Prepositions

## Basic Idea

- Relative clauses give extra information about a person, thing, place, or situation.
- When a verb or adjective needs a preposition, that preposition can appear:

### 1. At the end - more common in spoken English

**The colleague who I spoke to was very helpful.**

*El compañero con el que hablé fue muy servicial.*

### 2. Before the relative pronoun - more formal

**The colleague to whom I spoke was very helpful.**

*El compañero con quien hablé fue muy servicial.*

#### 1. Speak to

##### Spoken:

The client who I spoke **to** was very polite.

##### Formal:

The client **to whom** I spoke was very polite.

#### 2. Work for

##### Spoken:

The company that she works **for** is expanding.

##### Formal:

The company **for which** she works is expanding.

#### 3. Rely on

##### Spoken:

The software that we rely **on** needs updating.

##### Formal:

The software **on which** we rely needs updating.

#### 4. Talk about

##### Spoken:

The issue that they talked **about** was confidential.

##### Formal:

The issue **about which** they talked was confidential.

# Key Structure

## Informal / Natural Spoken English

- **The person who I work with is very reliable.**

## Formal / Written English

- **The person with whom I work is very reliable.**

## With Things

- **The project which we are working on is complex.**  
Natural.
- **The project on which we are working is complex.**  
Formal.

## Look at the difference:

### Simple sentence

I spoke to the director.

### Relative clause

The director **who I spoke to** was very clear.

### Formal version

The director **to whom I spoke** was very clear.

## More Examples

1. **The problem that we talked about has been solved.**  
*El problema del que hablamos se ha solucionado.*
2. **The problem about which we talked has been solved.**  
*El problema sobre el cual hablamos se ha solucionado.*
3. **The company that we work for is expanding.**  
*La empresa para la que trabajamos está creciendo.*
4. **The company for which we work is expanding.**  
*La empresa para la cual trabajamos está creciendo.*

# Grammar Practice

1.
  - The colleague who I spoke to was very helpful.
  - **Answer:**  
The colleague **to whom I spoke** was very helpful.
2.
  - The issue that we are dealing with is urgent.
  - **Answer:**  
The issue **with which we are dealing** is urgent.
3.
  - The company that she works for is based in London.
  - **Answer:**  
The company **for which she works** is based in London.
4.
  - The topic that they argued about was sensitive.
  - **Answer:**  
The topic **about which they argued** was sensitive.
5.
  - The platform that we rely on has been updated.
  - **Answer:**  
The platform **on which we rely** has been updated.



# Workplace Communication

## Spanish

queja

consulta

plazo

comentarios / retroalimentación

malentendido

solicitud / petición

responsabilidad

solución

compañero/a de trabajo

departamento

cliente

asunto

## English

1. complaint

2. enquiry

3. deadline

4. feedback

5. misunderstanding

6. request

7. responsibility

8. solution

9. colleague

10. department

11. client

12. matter

# Phrasal Verb Focus

## Deal With

**Deal with** means to manage, handle, or take responsibility for a situation, person, or problem.

**Spanish - ocuparse de / tratar con / gestionar / hacer frente a**

### Examples

1. I deal with customer enquiries every morning.  
*Gestiono consultas de clientes cada mañana.*
2. She dealt with the situation very calmly.  
*Ella manejó la situación con mucha calma.*
3. We're dealing with a serious delay.  
*Estamos haciendo frente a un retraso importante.*
4. He's difficult to deal with.  
*Es difícil tratar con él.*

### Task

- Write two sentences using **deal with**:
- one about a workplace problem
- one about a difficult person or situation

# English Expression of the Day

## “Let’s take this offline.”

This expression is used in meetings when people want to discuss something privately or later, instead of continuing in front of everyone.

**Spanish-Hablemos de esto aparte / Lo tratamos fuera de esta reunión.**

### Examples

1. This is an important issue, but let’s take this offline.  
*Es un asunto importante, pero lo hablamos aparte.*
2. We don’t need to discuss every detail now. Let’s take this offline.  
*No hace falta discutir todos los detalles ahora. Lo tratamos fuera de la reunión.*
3. That’s a sensitive matter. Let’s take it offline after the call.  
*Es un asunto delicado. Lo hablamos aparte después de la llamada.*

### Mini Task

- Create a short meeting sentence using:
- **Let’s take this offline**



1.

- La persona con la que hablé fue muy profesional.

• **Answer:**

The person who I spoke to was very professional.

**Formal:** The person to whom I spoke was very professional.

2.

- El problema del que estamos hablando es urgente.

• **Answer:**

The problem that we are talking about is urgent.

**Formal:** The problem about which we are talking is urgent.

3.

- La empresa para la que trabajo tiene tres oficinas.

• **Answer:**

The company that I work for has three offices.

**Formal:** The company for which I work has three offices.

4.

- Estamos tratando con una situación difícil.

• **Answer:**

We are dealing with a difficult situation.

5.

- El cliente con el que tratamos ayer estaba molesto.

• **Answer:**

The client who we dealt with yesterday was upset.

**Formal:** The client with whom we dealt yesterday was upset.

# Vocabulary Translation Practice

Translate into English.



# Preposition Focus

## Common Workplace Prepositions

### Common Workplace Prepositions

#### 1. deal with

- We are dealing **with** a complaint.

#### 2. speak to

- The manager **to whom** I spoke was helpful.

#### 3. work for

- The company **for which** she works is growing.

#### 4. rely on

- The system **on which** we rely is very old.

#### 5. be responsible for

- The task **for which** he is responsible is important.

#### 6. collaborate with

- The team **with which** we collaborate is based abroad.



Make the **sentences** informal

# Workplace Communication Challenge

## Scenario 1 — The Complaint

You work in customer service. A client has complained about a delay.

### Use:

#### •deal with

- one relative clause with a preposition
- one workplace vocabulary word
- the expression **Let's take this offline**

### Example

The complaint that we're dealing with is quite serious. The client to whom I spoke was clearly frustrated. Let's take this offline and discuss a solution.

## Scenario 2 — The Team Meeting

You are in a meeting discussing a difficult project.

### Use:

- the project which we are working on
- deadline
- responsible for
- deal with

### Example

The project which we are working on has become more complex. We need to deal with the deadline issue before Friday.

# Grammar Drill

## Pronunciation and Fluency

### Repeat aloud.

1. The person I spoke to was very helpful.
2. The person to whom I spoke was very helpful.
3. The issue we're dealing with is urgent.
4. The issue with which we're dealing is urgent.
5. The company she works for is based in London.
6. The company for which she works is based in London.
7. The system we rely on is outdated.
8. The system on which we rely is outdated.
9. Let's take this offline.
10. We need to deal with this today.



# Sentence Construction

Build full sentences using the prompts.

1.

- the colleague / I spoke to / helpful

• **Answer:**

The colleague who I spoke to was helpful.

2.

- the issue / we are dealing with / complicated

• **Answer:**

The issue that we are dealing with is complicated.

3.

- the company / she works for / international

• **Answer:**

The company that she works for is international.

4.

- the department / we collaborate with / efficient

• **Answer:**

The department that we collaborate with is efficient.

5.

- the system / we rely on / outdated

• **Answer:**

The system that we rely on is outdated.



Write a short workplace email or message.

### **Situation**

- You need to explain a problem at work and suggest a meeting.

### **Requirements**

Use:

- 2 relative clauses with prepositions
- the verb **to deal**
- the phrasal verb **deal with**
- 3 vocabulary words from the lesson
- the expression **Let's take this offline**
- at least one formal sentence

### **Example**

Dear Marta,

I'm writing about the issue that we are currently dealing with. The client to whom I spoke yesterday raised a concern about the deadline. The department with which we are collaborating has suggested a possible solution. Perhaps we should take this offline and discuss the next steps in a short meeting.

Kind regards,  
Daniel

# Homework Assignment