

LESSON 1 EMPATHY IN THE WORKPLACE

OBJECTIVE: TO EXPLORE AND UNDERSTAND THE IMPORTANCE OF EMPATHY WITHIN AN ORGANIZATION AND HOW BEING EMPATHIC CAN IMPROVE YOUR PERFORMANCE



READING AND SPEAKING: Read the following introduction to empathy in the workplace and comment with your classmates.

A 2018 State of Workplace Empathy Study by Businessolver found that 96 percent of employees surveyed believed it was important for their employers to demonstrate empathy. On the other hand, 92 percent thought that empathy remains undervalued.

And eight of 10 employees, HR professionals and CEOs agreed that an empathetic workplace has a positive impact on business performance, motivating workers and increasing productivity. Thus, using empathy in the workplace can make life better for everyone.

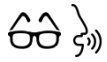
SUZANNE LUCAS, JANUARY 2019

1. What is empathy?
2. Is there a difference between empathy and compassion?
3. Can empathy be learnt?
4. Do you like to listen/help people around?
5. Tell us about a co-worker you consider empathic
6. Is it important to understand how my co-worker feels?
7. How important is for a leader to be empathic?
8. Do you think you are empathic in the workplace?
9. What is the role of empathy to achieve teamwork?
10. How do you react when someone needs your help and you are very busy?
11. What activities does your company do to make its employees more empathic?
12. What activities can your company do to make its employees more empathic?



LESSON 2 ACTIVE LISTENING

OBJECTIVE: TO UNDERSTAND HOW LISTENING EFFECTIVELY CAN ENHANCE THE INTERACTIONS IN AN ORGANIZATION AND IMPROVE THE OVERALL PRODUCTIVITY OF EMPLOYEES

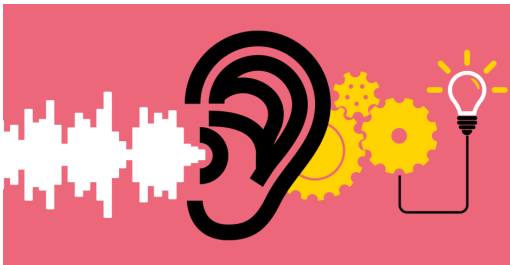


READING AND SPEAKING: Read the following introduction to active listening in the workplace and comment with your classmates.

All parties in a conversation need to demonstrate that they're paying attention to each other. Attention management doesn't just improve workplace interactions; it increases productivity and helps manage **procrastination**. By modeling and teaching these techniques, you can help your employees build strong business relationships and achieve goals more quickly. Conflicts arise from **misunderstandings**, as well as ego/status battles. Lead by example; use active listening techniques to make everyone in your organization feel "heard" and valued.

JOE NEELY, AUGUST 2017

1. Why is listening to your co-workers important?
2. What is the difference between hearing and listening?
2. What makes a good listener?
3. What benefits can workers have when they apply active listening?
4. How do you know if someone is paying attention to you?
5. Have you ever had a problem due to a misunderstanding of information/instruction?
6. Do you normally interrupt to provide your opinion during meetings?
7. How do you make sure you understand a message from your boss/co-worker?
8. What barriers prevent people from understanding each other at the workplace?
9. How can you improve your active listening?
10. What can be implemented in meetings so that active listening is enhanced there too?



Look for the definition of the word **RAPPORT** and relate it with active listening.

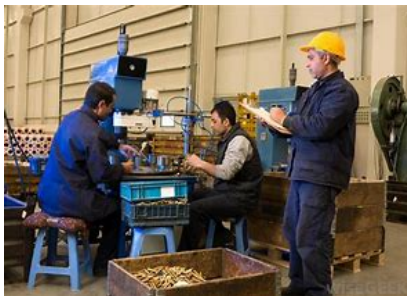
Remember that fully understanding the message of the others will help the members of the company focus their efforts more effectively and solve issues faster for the benefit of the whole business.

LESSON 3 EVERY PICTURE TELLS A STORY

OBJECTIVE: TO UNLOCK YOUR IMAGINATION AND TO IMPROVE YOUR FLUENCY WHILE COMING UP WITH A STORY FOR EACH PICTURE SHOWN BELOW. REMEMBER THAT IMPROVISATION HELPS IMPROVE YOUR FLUENCY AND ACCURACY



READING AND SPEAKING: You will be shown pictures related to the workplace. For each one create a story. Remember it is not about describing the picture but more about using the picture as an inspiration.



LESSON 4 MY STRENGTHS & WEAKNESSES

OBJECTIVE: TO ANALYZE WHICH ARE OUR STRENGTHS AND WEAKNESSES IN THE WORKPLACE AND TO FIND WAYS TO IMPROVE THEM.

List of strengths & weaknesses

Strengths :

- 1 Creativity
- 2 Versatility
- 3 Flexibility
- 4 Focused
- 5 Taking Initiative

Weaknesses :

- 1 Self-criticism
- 2 Insecure
- 3 Too detail oriented
- 4 Public Speaking
- 5 Presentation Skills

1. Why is it important to know your strengths and weaknesses?
2. Have you ever asked yourself what you are good at?
3. Ask your co-workers what they think your greatest strength is.
4. What is your greatest strength?
5. Is it good or bad to be aware of your weaknesses professionally speaking?
6. How do your strengths help you project yourself in the workplace?
7. How do your weaknesses prevent you from growing professionally?
8. Mention 3 strengths and 3 weaknesses you identify in yourself.
9. How can you potentiate your strengths?
10. How can you overcome your weaknesses?
11. What characteristics have you improved while being in your position?
12. Do you think you need to invest more time in developing your skills?

LESSON 5 CONTINUOUS IMPROVEMENT

OBJECTIVE: TO DISCUSS THE CONCEPT OF CONTINUOUS IMPROVEMENT AND ITS IMPORTANCE AS A PHILOSOPHY IN THE WORKPLACE TO IMPROVE PRODUCTIVITY



READING AND SPEAKING: Read the following introduction to continuous improvement and comment with your classmates.

Kaizen is the philosophy of continuous improvement. Lean manufacturers use kaizen to help eliminate waste. With kaizen, manufacturers continuously improve **standardized** processes, equipment, and other daily production procedures. The main requirement is that existing procedures be standardized and documented so that improvements can be evaluated objectively. Although primarily associated with manufacturing, businesses practice kaizen across all functions. Industries including healthcare, finance, psychotherapy, life-coaching, government, and banking have also adopted kaizen. Beyond improving **workflows**, kaizen helps facilitate a culture of **ownership** wherein workers identify and correct inefficiencies. This provides an added benefit of eliminating process wastes by reducing non-value added activities.

1. Have you had a training related to continuous improvement?
2. Tell us about a time you worked as a team to solve a situation.
3. What do you understand by KAIZEN?
4. Is there a Continuous Improvement Department in your organization?
5. How does your company encourage continuous improvement among workers?
6. How do you prioritize which processes to improve first?
7. What tools/techniques can you use to improve a process?
8. Tell us about some kaizen events or ideas you remember.
9. What can be improved from your daily activities?
10. Some people say continuous improvement is a philosophy. Do you agree with this?

kai	zen
改	善
change	good

LESSON 6 MOTIVATION

OBJECTIVE: TO UNDERSTAND HOW MOTIVATION HELP IMPROVE OUR PRODUCTIVITY AND TO FIND WAYS TO KEEP OURSELVES MOTIVATED SPECIALLY DURING DIFFICULT TIMES



READING AND SPEAKING: Read the following introduction to motivation at the workplace co-workers.

Most employees need motivation to feel good about their jobs and perform optimally. Some employees are money motivated while others find recognition and rewards personally motivating. Motivation levels within the workplace have a direct impact on employee productivity. Workers who are motivated and excited about their jobs carry out their responsibilities to the best of their ability and production numbers increase as a result.

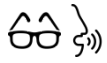
SHERRIE SCOTT, FEBRUARY 2019

1. What is it about your work that is really inspiring to you?
2. How important is money as a motivator?
3. Besides money what motivates a worker inside an organization?
4. Is motivation temporary?
5. What things are demotivating to you in the workplace?
6. Do your co-workers have an impact on your motivation?
7. How do you keep yourself motivated during difficult times?
8. Who motivates you on a personal level?
9. Tell about something you achieved where motivation has helped you.
10. Some people say that in order to keep yourself motivated you must set small & achievable goals. Do you agree with this statement?
11. Why is motivation important to be productive?
12. How can you motivate others?



LESSON 7 CONFLICTS AT THE WORKPLACE

OBJECTIVE: TO UNDERSTAND THE ORIGIN OF CONFLICTS AT THE WORKPLACE AND HOW TO ELIMINATE THEM TO MAKE A TEAM WORK BETTER TOGETHER.

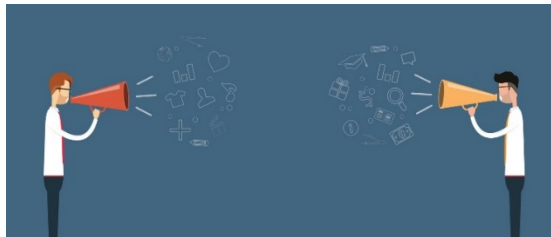


READING AND SPEAKING: Read the following introduction to conflicts at the workplace and comment with your classmates.

It is all about conflict, a normal and natural part of our workplace and personal lives. Conflict can be helpful in making necessary changes within the home or work environment. However, unresolved conflict can result in feelings of dissatisfaction, unhappiness, **hopelessness**, depression, and other emotions. It can result in **behaviors** such as physical or emotional **withdrawal**, resignation from jobs, dissolution of personal relations, aggression, and even violence.

MARY RAU-FOSTER, MARCH 2019

1. What is a conflict?
2. When and how is it that a conflict originates?
3. Have you ever been involved in a conflict in the workplace? Tell us about it.
4. Can conflicts be prevented?
5. From 1 to 10 how often are you involved in conflicts in the workplace?
6. Are conflicts always bad in the workplace?
7. When involved in a conflict do you take it personal? Why?
8. Does gossiping triggers conflicts in the workplace?
9. What do you do when people disagree with you?
10. Tell us about a time you had a conflict with your boss.
11. Tell us about a time you had to respond to an unhappy customer or client.
12. How do you feel when you are in the middle of a conflict?



LESSON 8 PROCRASTINATION

OBJECTIVE: TO ANALYZE OUR PROCRASTINATION BEHAVIOR AND IF PRESENT HOW WE CAN DO TO OVERCOME IT AT THE WORKPLACE.



READING AND SPEAKING: Answer the following questionnaire related to procrastination at the workplace. Under the rating column you can answer 0 = Never, 1 = Rarely, 2 = Sometimes, 3 = Regularly. Compare your score to the ones of your classmates, comment on your results and then answer the questions below.

QUESTION	RATING
I spend time chatting in the workplace if I feel under pressure	
I find it hard to concentrate and get focused on a task	
I avoid conflict or unpleasant situations by doing something else	
I complete easier, low priority jobs before the tough tasks	
I spend time worrying about making mistakes before starting on a task	
I miss deadlines because less important tasks have gotten in the way	
I leave difficult tasks to the last minute and complete them under pressure	
I don't clear and reorganise my working area before starting a major task	
I tend to delay implementing plans I have agreed	
I have to make a real effort to get started on a job	
TOTAL	

Based on Walker Dunnett/RAN ONE Building Business Value
walkerdunnett.co.uk

0-10 You generally do things when you need to

11-17 You are aware of procrastination but still can do your activities

18-24 You often put off your activities but still can improve

25-30 Procrastination is definitely affecting your productivity

1. Why people procrastinate?
2. What do you do when you procrastinate?
3. When is it good/bad to procrastinate?
4. What activities do you struggle the most for others to finish?
5. What types of activities do you often postpone?
6. How many hours do you work per week?
7. From these hours what percentage is productive?
8. Once you have found the time to do something do you often get distracted?
9. What can we do to reduce our procrastination at the workplace?
10. What is something you want to complete but keep on postponing?

LESSON 9 EMBRACING CHANGE

TO UNDERSTAND THE IMPORTANCE OF BEING FLEXIBLE TO CHANGE IN THE WORKPLACE



READING AND SPEAKING: Read the following introduction to embracing change at the workplace and then answer the following questions.

Irrespective of your occupation, change is something that happens in your job role at some point in time. It can be an advancement in technology, management system, new personnel and more where employees are sure to face changes in the workplace. Apart from developing a product, the most important aspect in a workplace is to develop a healthy working environment when changes occur.

Changes occur in the organization in order to stay competitive, innovative and live in the market. It is the responsibility of the employees to accept and also assist changes that take place in policies, leadership, management approaches and technologies. When such changes occur, the employees should accept the change in order to become successful. But the fact is that most of the employees resist changes and defend them.

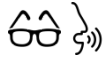
CHITTA REDDY, FEBRUARY 2019

1. Is change necessary? Why?
2. Do you normally embrace changes?
3. Tell us about a big change you have experienced lately in the workplace
4. Are you normally changed to be responsible of different areas?
5. What is a good way to make others accept changes?
6. How people resist to change? Explain.
7. Relate the terms of continuous improvement and embracing change.
8. Tell us about a time that change was not successfully implemented in your organization.
9. Is change always necessary? Why?
10. How is the concept of adaptability related to change in the workplace?

“Your life does not get better by chance, it gets better by change.”
—Jim Rohn

LESSON 10 TIME MANAGEMENT

OBJECTIVE: TO PROMOTE THE CONVERSATION AMONG CO-WORKERS ON THE TOPIC OF TIME MANAGEMENT AND TO SHARE IDEAS ON HOW WE CAN ADMINSTRATE OUR TIME MORE WISELY.



READING AND SPEAKING: Read the following definition of Time Management and come up with your own definition by sharing your opinion with your co-workers.

Time management is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress.

It seems that there is never enough time in the day. But, since we all get the same 24 hours, why is it that some people achieve so much more with their time than others? The answer lies in good time management.

MINDTOOLS.COM, 2017

1. Do you think you administrate your time well at the workplace?
2. What do you do after work? Would you like to do more?
3. Do meetings take longer than necessary?
4. Describe a productive day in your own terms.
5. Do you need to work faster in order to achieve your goals?
6. How can you administrate your time more effectively?
7. What do you do to achieve your goals faster?
8. Do you find yourself wasting time doing reports nobody reads?
9. Do you know how to prioritize your tasks? How do you do it?
10. Have you learned to ask for help when necessary?
11. Where would you be if you managed your time better?
12. How can you help others improve their time management?



LESSON 11 TOXIC ENVIRONMENT

WHAT IS A TOXIC ENVIRONMENT IN THE WORKPLACE AND WHAT ARE THEIR CONSEQUENCES

 **READING AND SPEAKING:** answer the following questions related to the topic of toxic workplace.

1. How would you describe the culture of your organization?
2. Do you feel an environment of negativity in the workplace on a regular basis?
3. Is your role constantly changing?
4. Do you get the feeling instructions are not clear or contradicting?
5. How often do you receive feedback for your job?
6. Have you cried or felt extremely angry at work?
7. Do you normally continue working even after you have left the office/plant?
8. What percentage of your activities are categorized as "urgent"?
9. Do you normally feel a stomachache caused by stress due to work activities?
10. People I work with are disrespectful.
11. Some co-workers fail to pass along information or resources.
12. What can be done to overcome toxic relationships or situations at the workplace?



LESSON 12 CONFLICTS & ARGUMENTS

WHAT IS A TOXIC ENVIRONMENT IN THE WORKPLACE AND WHAT ARE THEY CONSEQUENCES



READING AND SPEAKING: answer the following questions related to the conflicts and arguments at the workplace.

"Frustratingly, conflicts are inevitable in any workplace with driven employees, so when one does crop up it's vital to make sure it's solved quickly and amicably".

Chris Meredith @londonoffices.com

1. Tell us about the time you have been involved in a conflict or argument at the workplace. How did you feel?
2. What causes a conflict at the workplace?
3. Do you get emotional and personal when in conflict with a co-worker?
4. How do you deal with conflictive people at the workplace?
5. Should we always avoid conflicts at the workplace?
6. What is a good way to handle conflicts at the workplace?
7. What would be a constructive approach to conflict?
8. Does there have to be a winner and loser in conflicts?
9. Can conflicts and arguments affect your productivity?
10. What happens to co-workers who are involved in conflicts?
11. Provide personal recommendations to solve conflicts.

PHRASES TO POLITELY DISAGREE WITH SOMEONE

I SEE WHAT YOU ARE SAYING BUT I THINK THAT...

I'M AFRAID I DISAGREE

I RESPECTFULLY DISAGREE

I'M SORRY BUT I DISAGREE WITH YOU ON THIS

I DON'T SEE IT THAT WAY

LESSON 13 TASK: INTERVIEW A CO-WORKER

Below 2 sets of questions are provided. You will take turns asking/answering them and will record a 3-5 min video. Today we will practice with these questions and we will time each other to make sure we meet the video length requirement. Your teacher will help you with structure and grammar. Write down your scripts. The completion of this task is worth 50 % of your final grade.

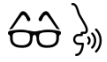
STUDENT A	STUDENT B
What is your biggest dream?	When were you the happiest?
Tell me about your biggest weakness	Tell me about your biggest strength
How long have you been working here?	How do you deal with stress?
What kind of job environment do you like the best?	What do you think is your leadership style?
Tell me about the last time a co-worker got angry with you	What do you like to do outside of work?
What do you hate and love about your boss?	What is your highest priority this year?
Tell me how other people would describe you	Tell me about something you would like to improve about your personality
Where do you see yourself in 5 years?	How have you changed professionally in the last year?

The delivery date will be provided by your teacher. These aspects will be evaluated:

Length: 15%
Clarity and diction: 25%
Structure and grammar: 35%
Fluency and attitude: 25%

LESSON 14 GENERAL TOPICS

LET'S HAVE A CONVERSATION ON A VARIETY OF TOPICS RELATED TO THE WORKPLACE AND SHARE OUR EXPERIENCES, PERCEPTIONS AND OPINIONS



READING AND SPEAKING: answer the following questions related to diverse topics of a workplace environment.

1. Do you think you could be as productive by working less hours per day?
2. What training would you like to receive to perform better in your job?
3. Do you suffer from burnout in the workplace?
4. As people become older is it more difficult to get a job?
5. What do you know about your retiring plan?
6. How do you balance computer work with production floor activities?
7. Can meetings be more effective? How?
8. What do you know about psychosocial factors in the workplace?
9. Who in the organization has helped you grow?
10. Does your company have a home office option?
11. When is it a good time to ask for a promotion/raise?
12. Do get the feeling you should spent more time with your family?



LESSON 15 SPECIAL GUEST

IT IS YOUR OPPORTUNITY TO HAVE A CONVERSATION WITH A SPECIAL GUEST. PAY CLOSE ATTENTION AND PREPARE YOUR QUESTIONS.

A special guest will join our class today. It is our opportunity to put our language skills to the test. He or she will talk about his/her experience in the position and will provide general information on his/her career and personal life. As the person speaks write down at least 2 questions you would like to ask at the end of the talk.



QUESTION 1:

QUESTION 2:

QUESTION 3:
