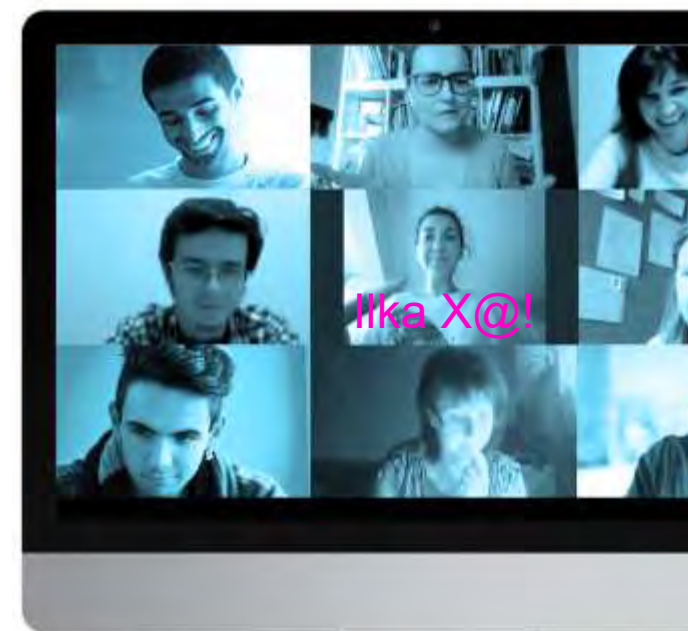


Team Morale

Theme:
Writing for Impact

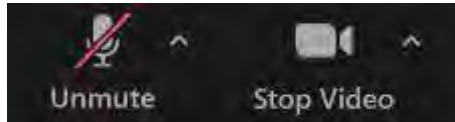
Before we start, please make sure...

- ✓ your name on Zoom is clear (use Latin letters)
- ✓ your camera is on and mic is off (unmute when needed)
- ✓ you are in a quiet area that helps you focus
- ✓ you have a notebook or a note app ready to take notes

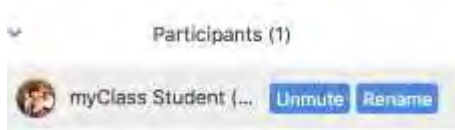


Zoom features

Check your audio and video settings

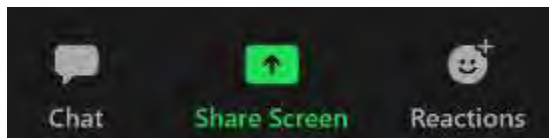


Use Latin letters for your name



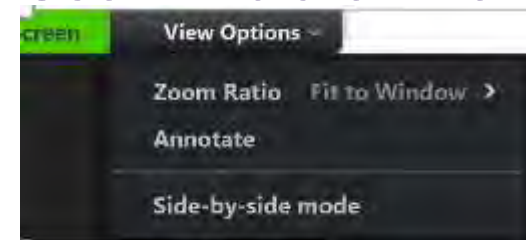
Ask questions in the Chat or use Reactions

Share Screen when the teacher asks



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Use Annotate when a screen is shared



Use Save to make screenshots

Welcome to English Online

How does it work?

You need to complete all three parts to get the most out of English Online.



After-class speaking session

Stay back after class for 5 or 10 minutes to talk to your classmates from around the world.

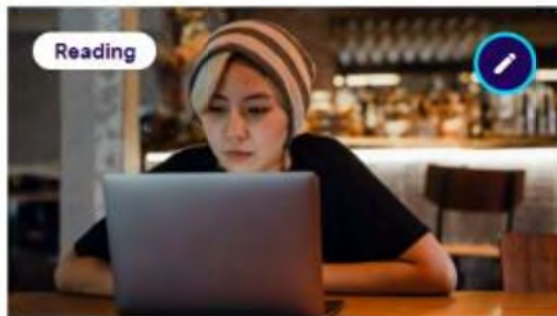
This extra speaking practice will help you...

- improve your conversation skills
- practise using language learnt in class
- support and help your fellow students
- practise using English in a natural context
- become a part of a global learning community



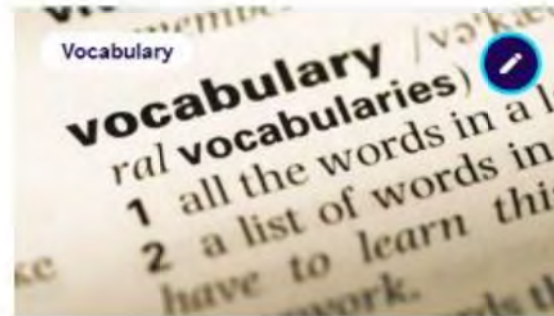
Pre-lesson activities

Prepare before class



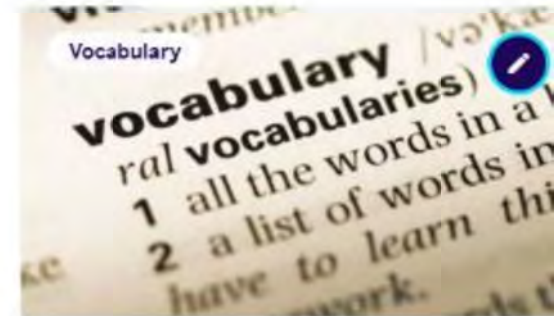
Reading

A report about staff satisfaction



Vocabulary

Reporting verbs



Vocabulary

Collocations for business reports 1

Lesson objective

What do you expect to learn by the end of this class?



Lesson objectives

In this **live** part of the lesson, you will plan to write a report on team morale. You will discuss different factors which might affect team morale and share any personal experiences of low morale within a team.

You will also review the report and the useful collocations that you learned **before** the lesson.

Skill focus:

Writing a report

Language focus:

Grammar: reporting verbs

Vocabulary: useful collocations for business reports

Lead-in

Can you think of a time when you have been part of a team with a bad atmosphere or low morale?

Think about the questions below and tell your partner about the experience.

- **What do you think caused it?**
- **How did it manifest itself?**
- **How was it dealt with?**
- **What would you have done if you'd been in charge?**



Skill focus

Look at the report that you read before class again and discuss the questions with partner.

- 1. What information has the writer included in his report?**
- 2. How would you describe the style of the text? Why is it written in this way?**
- 3. How has the writer structured his report in terms of organisation and layout?**

Skill focus: report

Subject: Staff Dissatisfaction Report

Dear Mr Jarvis

As requested at the meeting of 19 December 2014, here is my summary report. It is based on the

results of the staff survey which was completed by 53 PGM employees (78% of total staff) at the beginning of this month. Please find a detailed breakdown of the survey results in the attached file.

I have divided the report into three sections: Background, Findings and Recommendations.

Background

A general online staff questionnaire last August revealed that PGM suffers from alarmingly high levels of staff dissatisfaction. This rise in dissatisfaction is felt to be having a detrimental effect on the performance of departmental teams throughout the company which, in turn, is causing productivity to fall.

In the light of this discovery, I was asked to carry out a more in-depth survey of staff feelings and present my findings in the form of a report.

Findings

A key area identified was a lack of career development and promotion opportunities. 70% feeling that external applicants are given preference over internal candidates, half of those surveyed requested extra training opportunities in order to be able to perform their duties more efficiently.

Generally speaking, participants also felt undervalued in the enterprise (over 80%) for the following reasons:

- top down communication tends to focus on the negative
- hard work or successful completion of projects is rarely recognised by management

A majority of respondents (88%) also indicated that the pay-freeze currently in place was generating frustration amongst staff, especially as senior management has rewarded itself with large salary increases. In addition, they expressed disappointment at the ineffectiveness of the performance-related bonus system.

Other complaints included:

- the cancellation of Christmas and Easter staff dinners (70%)
- the dingy condition of the premises (13%)

Recommendations

Based on the results of the survey, I recommend that the HR Manager, in conjunction with the Department Heads, should:

- 1 Investigate the possibility of offering greater professional development opportunities which could potentially take the form of specialised in-house training courses run by internal department heads or outsourced training professionals.
- 2 Carry out a comprehensive pay review in addition to making the pay policy more transparent.
- 3 Suggest ways of improving lines of communication so that employees feel more valued. This might involve an overhaul of our appraisal system and the implementation of a new system.
- 4 Ensure the recruitment process is open and understood by employees and to consider the possibility of giving first preference to internal candidates for certain positions.

I encourage you to look at the full report attached and please do not hesitate to contact me if you should have any questions, queries or suggestions.

Yours sincerely,

J. Corbyn

Corbyn and Allen Consultants

Skill focus: report (1)

Subject: Staff Dissatisfaction Report

Dear Mr Jarvis

As requested at the meeting of 19 December 2014, here is my summary report. It is based on the results of the staff survey which was completed by 53 PGM employees (78% of total staff) at the beginning of this month. Please find a detailed breakdown of the survey results in the attached file. I have divided the report into three sections: Background, Findings and Recommendations.

Background

A general online staff questionnaire last August revealed that PGM suffers from alarmingly high levels of staff dissatisfaction. This rise in dissatisfaction is felt to be having a detrimental effect on the performance of departmental teams throughout the company which, in turn, is causing productivity to fall.

In the light of this discovery, I was asked to carry out a more in-depth survey of staff feelings and present my findings in the form of a report.

Skill focus: report (2)

Findings

A key area identified was a lack of career development and promotion opportunities, with over 70% feeling that external applicants are given preference over internal candidates. Approximately half of those surveyed requested extra training opportunities in order to be able to perform their duties more efficiently.

Generally speaking, participants also felt undervalued in the enterprise (over 80%) for the following reasons:

- top-down communication tends to focus on the negative
- hard work or successful completion of projects is rarely recognised by management

A majority of respondents (88%) also indicated that the pay-freeze currently imposed was generating frustration amongst staff, especially as senior management has recently rewarded itself with large salary increases. In addition, they expressed disappointment at the ineffectiveness of the performance-related bonus system.

Other complaints included:

- the cancellation of Christmas and Easter staff dinners (70%)
- the dingy condition of the premises (13%)

Skill focus: report (3)

Recommendations

Based on the results of the survey, I recommend that the HR Manager, in conjunction with Department Heads, should:

- 1 Investigate the possibility of offering greater professional development opportunities. This could potentially take the form of specialised in-house training courses run by department heads or outsourced training professionals.
- 2 Carry out a comprehensive pay review in addition to making the pay policy more transparent
- 3 Suggest ways of improving lines of communication so that employees feel more valued. This might involve an overhaul of our appraisal system and the implementation of PRP.
- 4 Ensure the recruitment process is open and understood by employees and look into the possibility of giving first preference to internal candidates for certain positions.

I encourage you to look at the full report attached and please do not hesitate to contact me should you have any questions, queries or suggestions.

Yours sincerely,

J. Corbyn

Corbyn and Allen Consultants

Language focus

- 1. What other things have a detrimental effect on teams' performance other than low morale?**
- 2. What are the dangers of imposing pay-freezes in companies and organisations?**
- 3. What things do we often need to get a more detailed breakdown?**
- 4. Do you think companies should give internal candidates preference over external ones?**
- 5. Which is more important: career development and promotion opportunities or salary? Does it depend on your stage in life?**
- 6. What other things can you carry out in a company other than a review of something?**



Task



Task preparation: brainstorming

Context: As a specialist consultant, you have investigated morale levels within a team of people. You have been asked to write a report in which you present your findings and make suggestions for improvements.

Before you start planning:

- a. What your setting is – it could be professional (like the one you read before class) or academic (e.g. dissatisfaction amongst students attending a course). You could base it on a personal experience or it could be completely made up.
- b. What the results of your research are. How many people did you speak to? What were the three or four main causes of the low morale which emerged? What percentage of people mentioned them?
- c. What ways of dealing with problem you will recommend and why.

Task: planning and drafting

Consider how you will structure the report and what information you will include in each section.

Compare your plan with a partner. Is your proposed structure similar or different?



Homework: writing

Write your report after the lesson (about 350 words). Remember to refer to the **success criteria** and carefully **proofread** your report after you write it, to eliminate any mistakes.



Success criteria

In your report, have you...

- ☐ outlined concerns identified during research and made recommendations?
- ☐ effectively structured your writing, using paragraph headings and a clear introductory paragraph and closing?
- ☐ used a professional style and tone?
- ☐ made use of a wide range of vocabulary and grammatical structures to report your findings and make recommendations?
- ☐ written about 350 words?





Feedback

Lesson materials

Make sure you have

- **downloaded the *.pdf with this presentation**
- **saved the Zoom Chat**



How can you get your writing marked?

1

**Draft your
email/essay/report
etc**

2

**Type it up (in
Microsoft Word or
Google Docs)**

3

Book a private class

4

**Get feedback and
correction from
one of our expert
teachers**

How can you make more progress?

Complete the Practise after class activities online.



Review what we have practised today.



<https://learnenglish.britishcouncil.org/grammar/intermediate-to-upper-intermediate/reported-speech-3-reporting-verbs> (to review the grammar point that you studied **before** class)

After-class speaking session

You can talk about any topic that interests you!

Use these questions as a guide, if needed.

- What types of jobs require a high degree of teamwork?
- How important is it to have friendly and supportive colleagues around you?
- How important is it to have a good leader on a team?
- Is good team morale possible if employees work from home?
- As manager of a large company, which three things would you do to increase job satisfaction of employees?

For help, contact:
support.englishonline@britishcouncil.org

Dos

- ✓ Treat everyone with respect
- ✓ Keep your camera on and on mute
- ✓ Let others share ideas too
- ✓ Listen to everyone
- ✓ Click 'Leave' if you cannot attend

Don'ts

- ✗ Don't take pictures or recordings
- ✗ Don't share personal details
- ✗ Don't let your children be onscreen

What do you think?

Do you like the new writing lessons?

What did you think of the activities?

What further information do you need?

For more information, write to

support.englishonline@britishcouncil.org



Teacher's Notes

This slide deck was made by James Wilson-Bukowski

Notes

Share your thoughts about the lesson with the next teacher