

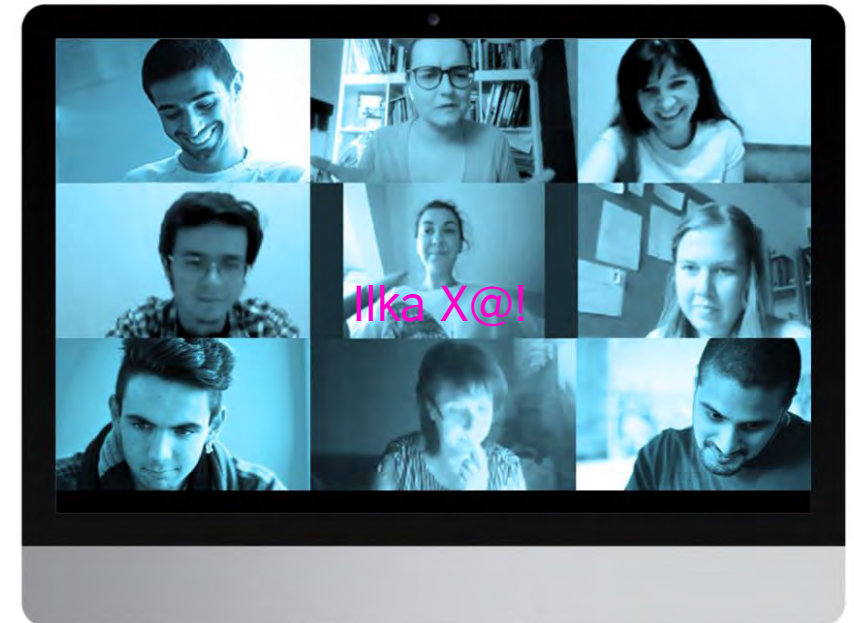
Staff Morale

Theme:
Business Communication



Before we start, please make sure...

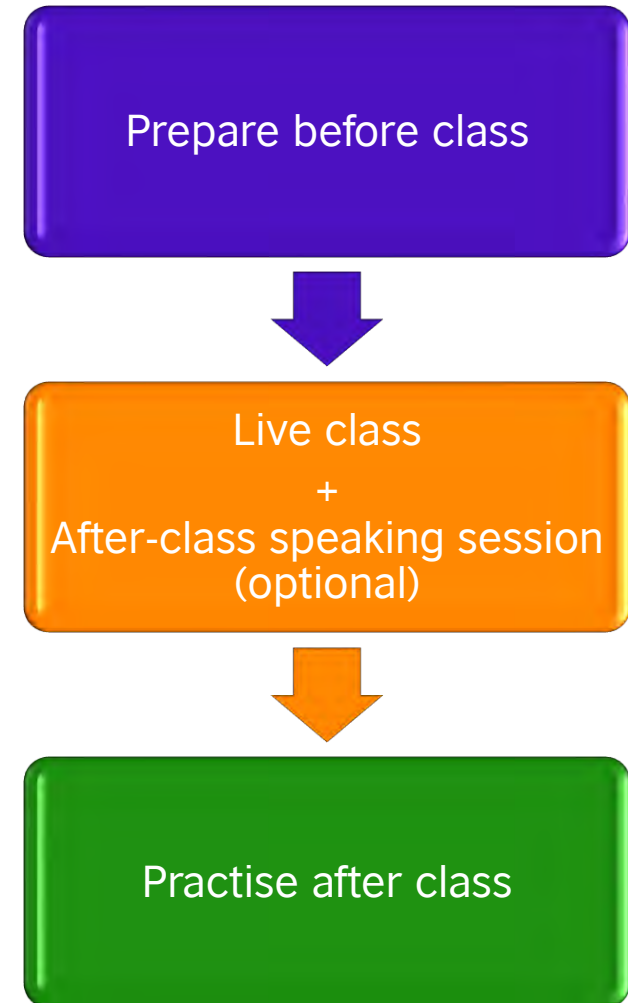
- ✓ your name on Zoom is clear (use Latin letters)
- ✓ your camera is on and mic is **off** (unmute when needed)
- ✓ you are in a quiet area that helps you focus
- ✓ you have a notebook or a note app ready to take notes



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



After-class
speaking
sessions

Warmer

Tell us about yourself and share with your groups

- 1. the things you like about your job**
- 2. how the team spirit is in your job**

Lesson objective

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



Lesson objective



In the **live** part of this lesson, you will take part in a meeting to discuss a staff satisfaction survey and decide what action to take based on the comments made.

You will also review vocabulary and phrases you learned in the preparation and practice tasks you worked on **before class**.

Highlighted Skills

Listening & Speaking

Language Focus

- **Vocabulary:**
 - words and phrases related to management and Human Resources
 - Expressions used in formal meetings.
- **Grammar:** reporting verbs

Lead-in

How important is staff morale to businesses?

What are some of the reasons of for low staff morale and motivation in companies?

Low staff morale

motivation

**Staff Morale
Advanced**

Lead-in

Now, look at what some management experts have said and compare your ideas with theirs. Do you agree with any of them?

When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.

Simon Sinek

Always treat your employees exactly as you want them to treat your best customers.

Stephen R. Covey

Connect the dots between individual roles and the goals of the organization. When people see that connection, they get a lot of energy out of work.

Ken Blanchard

Motivation is simple. You eliminate those who are not motivated.

Lou Holz

**Staff Morale
Advanced**

Language focus

Vocabulary

In the preparation task, you listened to meeting between the heads of department. What were they discussing? *The downturn of staff morale*

Fill in the gaps from the listening with the right words

1. The older staff claimed they were to challenge the new staff in a constructive way.
2. It's been a tough year after the first round of started and remaining staff are shell-shocked.
3. That is resulting in lowered and general
4. I think what they mean is that we didn't give staff an opportunity to
5. The basic problem is that staff believe we didn't listen to them during the process.

redundancies

restructuring

malaise

vent

reluctant

productivity

**Staff Morale
Advanced**

Language focus

Vocabulary

In the preparation task, you listened to meeting between the heads of department. What were they discussing? *The downturn of staff morale*

Fill in the gaps from the listening with the right words

1. The older staff claimed they were**reluctant**..... to challenge the new staff in a constructive way.
2. It's been a tough year after the first round of**redundancies** started and remaining staff are shell-shocked.
3. That is resulting in lowered**productivity**.... and general**malaise**..... .
4. I think what they mean is that we didn't give staff an opportunity to**vent**.....
5. The basic problem is that staff believe we didn't listen to them during the**restructuring**..... process.

redundancies

restructuring

malaise

vent

reluctant

productivity

**Staff Morale
Advanced**

Language focus

Reporting Verbs

Verb + object+ infinitive

advise (someone to do something)
encourage
invite
remind
warn (someone not to do something)

Verb + object + preposition + gerund

accuse someone of doing something
blame someone for doing something
congratulate someone on doing something

Verb + (that)

complain ([that] subject + verb)
claim
explain
promise
deny
insist
recommend
suggest
decide

Verb + gerund

deny (doing something)
recommend
suggest

Verb + infinitive

agree (to do something)
decide
offer
promise
refuse
threaten

Verb + preposition + gerund

apologise for doing something
insist on doing something

advise
insist
apologise
encourage
threaten
invite
decide
agree
complain
warn
explain
promise
recommend
deny

Can you try adding one verb of each group to sentences of your own?

Task



Task

to discuss possible solutions to complaints made in a staff satisfaction survey

Read the background information about ways of incentivising performance in a changing economy. (10 tips)

Discuss and decide together which five tips are the most useful.

Scan me!



**Staff Morale
Advanced**

Task

to discuss possible solutions to complaints made in a staff satisfaction survey

HR/Management Meeting

You are a group of managers who have received the results of the staff satisfaction survey.

Read your cards carefully, share the results with the rest of the group and discuss ways to improve the staff morale in your organization.



**Staff Morale
Advanced**

Feedback

- 1 Keep the channels of communication open. It may sound like a basic point, but taking the time to converse with employees and tell them they are doing a good job can make them feel more appreciated and motivated to make a positive contribution. Regular feedback and encouragement doesn't have to be formalised – just having a chat shows employees that they are personally valued.
- 2 Take a pro-active approach to employee well-being. Poor health and long hours lead to reduced productivity. Apart from encouraging people to take a break, many companies have tackled long-term absence and high staff turnover by offering programmes such as office yoga and pilates, discounted gym membership or free flu jabs. Others provide health screening and carry out awareness campaigns on different themes, such as cancer, giving up smoking or dealing with stress.
- 3 Involve your team in decision-making. Forming problem-solving groups to generate new ideas about improving working practices, cutting costs and bettering the competition, can help employees feel more empowered and motivated. When employees feel ownership of the business or organisation, they are more motivated to perform at a higher standard.
- 4 Offer training and development. Employees recognise the importance of honing their skills and developing new ones, so as to not to stagnate in the workplace. High turnover of staff is often due to lack of development opportunities; at the same time, unproductive workers may remain where they are because they don't have the skill set to move on.
- 5 Provide a clear career path. Employees need definite roles and the potential to move up the ranks of the organisation, if they choose. If there are few opportunities for promotion or you recruit mainly from outside the organisation, this has an overall negative impact on employees' motivation.
- 6 Organise social gatherings. You can enhance team spirit by providing regular scheduled social activities, whether bowling, Christmas parties or visits to a restaurant. This helps to create a positive working environment by encouraging staff to see each other as individuals, not just co-workers.
- 7 Promise time off. Salary increases or annual bonuses are not always the best way to motivate staff. In many cases, people prefer time-off to cash in hand. Having reached targets, they can be rewarded with extra holiday, or later arrivals, earlier dismissals or extended lunch periods.
- 8 Praise promptly. When an employee has done something valuable, they should be recognised on the spot. Don't put it off until the moment has passed. Equally, if an employee has put in a significant amount of extra work, a simple 'thank you' may not be enough. Recognition might involve sending an email to all departments, or paying a special visit to the employee.
- 9 Give people extra responsibility. There are always people in any organisation with leadership ability. You should identify them and make sure you match their skills to the roles that would suit them best. Allow people to take the spotlight, if that is what they want to do and have the potential to make a good team leader.
- 10 Make the working environment attractive. A recent survey showed that this is the number 2 factor in employees' sense of wellbeing at work. Working conditions are that important. Make sure your

Feedback on the content and grammar

They have reached the top of the hierarchy/ Technically speaking, the company was not in position to offer more opportunities to develop.

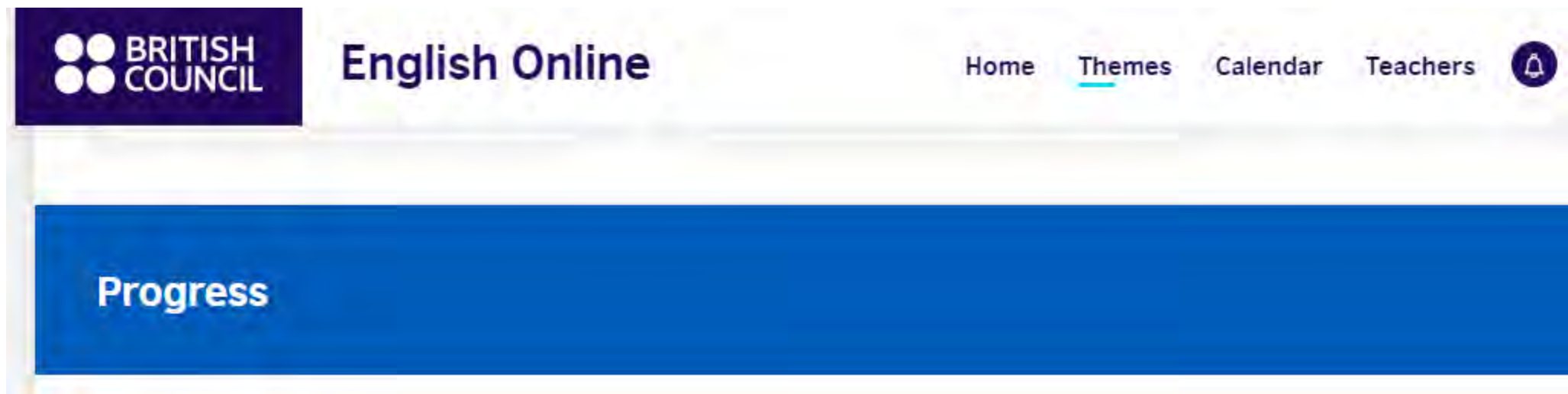
It would be better to start delegating the responsibilities to the staff.

Oh my Gosh,

That would help me to get promoted.

It is not necessarily happening in the company.

What's next?



After-class speaking session

You can talk about any topic that interests you!

Use these questions as a guide, if needed.

- What is the difference between internal (intrinsic) and external (extrinsic) motivation at work?
- Do you find that motivated people are more successful than unmotivated people in work environment?
- List three things that make you motivated to do something.
- Do you share goals and plans with others so that they will help you maintain your motivation and drive?
- Do you think that the place where you work is well run?

For help, contact:

support.englishonline@britishcouncil.org

Dos

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

Don'ts

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

