

Human resources

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3702X

LANGUAGE
English

lingoda






Goals

- Can understand standard phrases and direct questions used in an interview
- Can use new vocabulary and understanding to successfully deal with demands and appraisals





The **human resources** department
manages the most powerful resource
that a company has: **people**.



Answer the questions

Answer these questions with your teacher.



1

When was the last time you had a job interview?
Have you ever interviewed someone?

2

How do you deal with conflict at work?

3

What are some common problems in offices?

Human resources

Human resources is the department within a company which oversees the **employees** of a company, from **recruitment** to **record-keeping** and **helping with problems**.



The **human resources** department ensures the company complies with the **labour law**.

Human resources

The **human resources** department has a huge number of different functions, all of which are connected to the **staff** of the organisation.



Human resources organises **staff training**.



Human resources ensures the organisation obtains **maximum benefit** from its staff.



Human resources

What other functions of human resources do you know aside from what you have read on the previous pages?





HR and you

How often do you interact with the HR department of your company? When was the last time?



Job interviews

Over the next few pages, you are going to look at **job interviews** from the perspective of **human resources**. First you will have a short **grammar review**, and then we will look at some typical **questions** you might ask.



Could you tell me about your **strengths** and **weaknesses**?



Modal verbs

We often use **modal verbs** in order to be more **formal** or **polite**, so they are useful in job interview questions, when the tone should be both polite and formal.

- **Could** you tell me..?
- Why **should** we hire you?
- What **would** you say was the most challenging part of your last job?
- **Would** you be able to let us know by tomorrow?



The second conditional

The **second conditional** is used to talk about **imaginary** (or unlikely) situations in the **present** or **future**. It is useful in job interview questions when we want the candidate to imagine themselves in the position.

- Remember, the **second conditional** is formed by *if + past simple, would/could etc. + infinitive*.

Sample questions

If we hired you, what would be the first change you would make to the company structure?

If you were to get the job, what would your salary expectation be?

If you were placed abroad, would you still accept the position?





Present simple and past simple

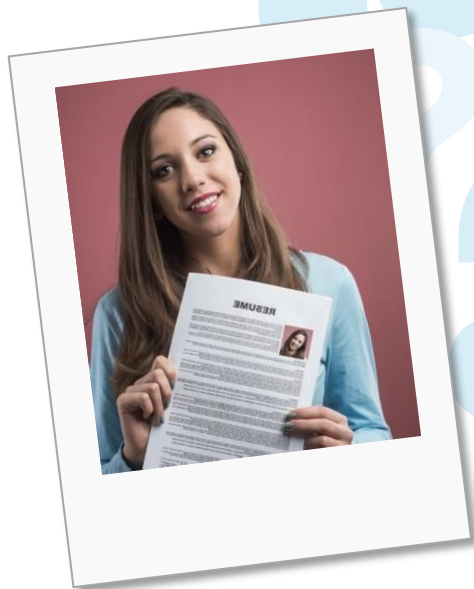
A lot of the questions you ask will be about the person's **character**, or general questions about how they **behave** or perform at work. These questions require the **present simple**. Other questions will focus on **past performance**, or asking for **examples** from the past, requiring the **past simple**.

Present simple	Past simple
Could you describe yourself in three words?	How did you hear about this job?
What are your strengths?	Could you give me an example of a time you dealt with a difficult customer?
Where do you see yourself in 5 years?	What was the most difficult decision you made in the past 6 months?
Why do you want this job?	Could you tell me your salary in your last job?



Job interview topics

**What topics
normally come
up in a job
interview?
Brainstorm with
your teacher.**





Writing questions

Write 10 job interview questions. Ensure you use a range of questions, the answers to which would help you choose a candidate for a job. Check the grammar with your teacher.

Could you tell me..?

If you could..?

Where/When/Why?

A blank sheet of lined paper with a spiral binding on the left side, intended for writing 10 job interview questions.



Role play

Practise the role play below with your teacher. Your teacher will play the role of the interviewer this time. Listen to the intonation of questions.



Could you tell me a little about yourself?

Of course. Well, I've been working as an IT technician for the past five years...



Where do you see yourself in ten years time?

I would like to be managing a team of people. Hopefully around 5 years from now I will have a small team...





Role play

Now, swap roles and ask your teacher the interview questions that you prepared.





Dealing with conflict

One of the main roles of the **human resources** department is to **deal with conflict** in the workplace. This might be between employees, or when an employee is perceived as having broken the rules. On the next few pages you will learn some **techniques** to help you deal with conflict effectively.



In order to fully understand someone, you should try to **see their point of view**, so that you can **formulate a solution** which will be beneficial for them as well as you.

Listen actively

Do not assume anything

These two are connected. Before and while talking to an employee, you should not **assume** that you know the exact nature of the problem, where to lay the **blame**, or how the **resolution** will play out. You learnt about techniques for **active listening** in the previous lesson. You should **focus** fully on what the other person is saying, and not think about your response while they are speaking. **Recap** what you have heard to make sure you understand. Then, stop to **think and formulate your response**.



So, if I understand you correctly...

See another point of view

In order to fully understand someone, you should try to **see their point of view**, so that you can **formulate a solution** which will be beneficial for them as well as you.

I completely understand where you're coming from.

Establish a goal

The next step, once you have fully understood all sides of the argument, is to find a **common goal**. To do this, you need to know what the employee wants to happen, and also be clear about what you want to happen. **Be firm** about points you do not want to give up on.



We both want to find a solution.

Determine responsibilities

Once you have managed to **agree** upon a solution, you need to determine **each party's responsibilities**. What do you have to do to reach the solution, and what does the employee have to do?



On my side, I will be sure to...



As for you, we should agree that you will...



More phrases

Below are some more **phrases** that you might want to use when dealing with **conflict**.

Active listening	Understanding others	Establishing a goal	Determining responsibilities
Could you clarify that?	You're making some good points.	Can we agree on that?	As for the company, we will...
I'm not sure what you meant by...	That is an interesting point.	I believe the best course of action is...	You will have to agree to...
Would you mind repeating..?	Your view is definitely valid.	Let's agree to...	You should be prepared to...



Lateness

Look at the situation below and answer the questions.

A worker has been reported as being late for work on 4 occasions during the past month, and on 3 occasions during the previous month. You have been tasked to talk to him.

The worker tells you that he has been late because his partner is ill and he has been the sole carer for their two children. The employee has to get them ready for school and take them there. He is asking for leniency during the period of time when his wife is ill. He almost always finishes his tasks on time, and has been a loyal worker for four years.

What questions would you like to ask the employee, and what solution would you propose for this problem?



An angry employee

You have heard from several sources that one employee has been shouting at colleagues, and generally reacting angrily towards other people. Other employees are becoming unwilling to work in a team with him. You need to proceed delicately. You have called the employee into a meeting.





Listen carefully

Now, in your role as HR manager, you are going to listen to your employee describe a problem that they are having at work. On the next page, make notes about the problem.





Make notes

While you are listening to your employee, make notes on the problem. Then, make a couple of notes on your solutions. After that, talk through the solutions with the employee. Are they satisfied?





Appraisals

HR are also responsible for giving **employee appraisals**. You will need to use the tenses you recapped in the section on job interviews.



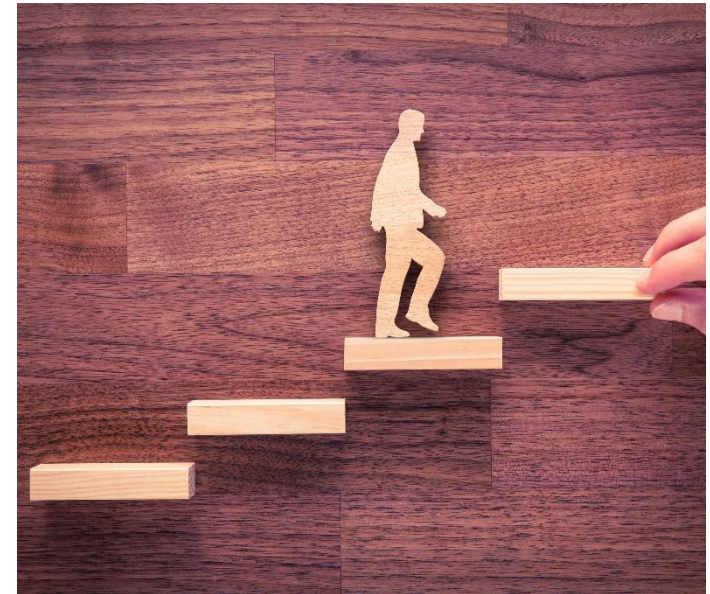
How successful have you been in achieving your targets this year?



Appraisals

There are certain steps you should follow when giving an **appraisal**.

Steps
Evaluate performance
Provide feedback
Set objectives





Useful language for appraisals

success

How successful have you been in completing work to deadlines?

failure

Can you think about a problem you have had in the past year?

improvements

In what areas would you appreciate more guidance from the company?

improvements

In what ways could you improve your results in the next quarter?

objectives

What specific objectives would you like to set for the coming six months?

objectives

How can the company help you to achieve those objectives?



Appraisals

Think of three more questions you would like to ask during an appraisal. You should also think of ways to tell your employee when they have or have not achieved excellent results.





Roleplay

You have an appraisal with an employee from the sales department. The employee has generally achieved their targets but has not exceeded them. Ask some questions and think of some objectives together.

What do you regard as your greatest achievement this year?



I have consistently hit sales targets.



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Transcription

I believe that I have been overlooked for promotion several times. Other colleagues who started working here after me have been promoted above me in the last few months. I have never even been considered for a higher position. I believe it is because I recently got married and my boss thinks my partner and I are going to have children soon. I feel discriminated against.

Exercise p. 25

(Begin by forcefully denying that you have been shouting at colleagues and generally overreacting to situations. The student should question you further and have you admit that the workload in the company is making you stressed and thus you are reacting angrily to colleagues.)

Exercise p. 24





Plan an email

Take one of the situations which you dealt with in the lesson (the lack of promotion, the lateness, or the angry employee) and make notes on the solution you came to. You now need to write an email to that person's direct supervisor, explaining the next steps. Plan the email below.

I am writing to inform you...

One of our employees...

It was brought to my attention...

Here in the HR department...

We have decided that...

It would be helpful if you could...





Write an email

Write your email here.

-

□

×

To:

Subject:

...



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