

Exercise 1: In the following sentences and paragraphs, one of the words in each of the word pairs in **bold** is wrong and one is right. Identify the most appropriate word in each case. You will find this easier to do if you read each paragraph through first so that you have a better idea of what it is about (Note that the wrong words are real English words, but do not fit into the context of the sentence / paragraph).

### Paragraph (A)

If there is a (1) **despite / dispute** between the management and the union in a company which cannot be (2) **restored / resolved**, and as a result a (3) **strike / stroke** looks likely, a third party might be called in to (4) **abdicate / arbitrate**.

### Paragraph (B)

Three managers have been accused of (1) **fraught / fraud**, (2) **dissemination / discrimination**, (3) **bullying / bumbling**, (4) **racy / racial** (5) **obtuse / abuse** and (6) **sectional / sexual** (7) **harassment / arrestment**. As a result two of them have been (8) **fried / fired** and one has been (9) **suspected / suspended** without pay. The first two are claiming (10) **unfair / unfaithful** (11) **dismissive / dismissal** and plan to (12) **appeal / appal**. The third has applied for a job with the government.

### Paragraph (C)

We would like to point out that there have been several (1) **breaches / beaches** of the company's 'No smoking' policy. We also have proof that several factory floor workers have been (2) **neglecting / negotiating** their duties, and there have also been several incidences of (3) **insurrection / insubordination** towards senior managers and intentional (4) **damning / damage** of company property. If this happens again, those responsible will be taken before a (5) **disconcerting / disciplinary** (6) **broad / board** and could face (7) **instant / instance** (8) **dismal / dismissal**. We would like to stress that the company has a (9) **nil-tolerant / zero tolerance** policy towards those who misbehave or break the rules.

### Paragraph (D)

The management are fully aware that because of staff (1) **shortness / shortages** we are all (2) **overstretched / oversubscribed** at the moment, Mr Harrington, but we suggest that if you have a (3) **grievance / grievous**, you put it to us in writing rather than encourage your colleagues to hold a sudden (4) **walkout / walkabout**. We'd like you to treat this as a (5) **verbal / verdant** (6) **warming / warning**: the next time it happens, we will be obliged to ask for your (7) **notice / note**.

### Paragraph (E)

What a terrible month! Sales have (1) **droned / dropped** by 40%, six employees have been made (2) **recumbent / redundant**, two senior managers have (3) **resigned / resided**, our main supplier has gone (4) **bankrolled / bankrupt**, someone has (5) **haggled / hacked** into the company website and given us a (6) **virus / viscous** (with the result that the entire computer system has (7) **crashed / cracked**), and the coffee machine is *still* out of (8) **odour / order**.

### Paragraph (F)

One problem that many companies face is that of their employees (1) **plateauing / plating**. This often happens when there is a lack of opportunity for promotion. In such situations, employees may feel they are lacking sufficient (2) **simulation / stimulation**, and as a result could lose their (3) **motivation / motorisation** and display less (4) **indicative / initiative** than before. This in turn can lead to reduced (5) **proclivity / productivity** for the company concerned. A good manager should recognise the potential danger signs, and (6) **implement / inclement** any solutions that they think might help.

### Paragraph (G)

An unhappy workforce should be easy for a good manager to spot. Basically, if staff (1) **turnover / turnaround** is high and staff (2) **detention / retention** is low, (3) **conflict / conscript** situations are frequent, there is frequent staff (4) **absenteeism / abstention**, poor (5) **timeserving / timekeeping** and (6) **misconduct / misconception** in the workplace, if (7) **moral / morale** seems generally low and if there is often the threat of (8) **industrial / industrious** action, it is time to act. The first thing to do is to (9) **counsel / council** employees and try to establish the cause of their (10) **grievances / grief**.

Exercise 2. Match the words in paragraphs A – G above with their definitions below.

1. The practice of staying away from work, often without a good reason.
2. Reaching a point where you cannot go any further in your job.
3. To give professional advice to someone on personal or professional issues.
4. The frequency within which employees people leave a job and are replaced by new employees.
5. Not needed for a job anymore.
6. A disagreement.
7. To be in a situation where you have too much to do.
8. To try to settle a disagreement between two or more people / groups.
9. The practice of treating people in different ways (because of their sex, race, religion, etc).
10. Regularly worrying or bothering someone.
11. A complaint.
12. The eagerness to work well.
13. Bad behaviour at work.
14. A failure to carry out the terms of an agreement, or the failure to follow rules.
15. The sudden stopping of work by employees when they leave their place of work because of a disagreement.
16. The decision or idea to start or do something.
17. The refusal to obey someone with more authority.
18. To ask someone formally to change a decision that you are not happy with.
19. Spoken.
20. To put something (for example, a plan) into action.
21. Official written information telling an employee that he / she is going to lose his / her job.
22. A feeling of confidence or satisfaction.

Also see *Dispute resolution* on pages 11–12.