

9 Work with a partner to role-play a discussion about terms and conditions of employment. Partner A is the personnel officer and Partner B is the interviewee. Use some of the Useful Language below.

PARTNER FILES

Partner A File 03, p. 60
Partner B File 03, p. 62

USEFUL LANGUAGE

Giving information

I'd like to tell you something about ...
Please ask about anything you are not sure of.
I'm sure that's not a problem ...
I'm afraid we don't ...

Requesting information

Could you tell me ... ?
Will you honour this?
Would it be possible to ... ?
Could you please let us know ... ?

10 Read this article from an HR trade magazine and complete the gaps with words from the list.

behaviour • breaking • conditions • disciplinary • entitled •
entitlement • occur • policy • representative • safety

Dealing with grievances

Problems can _____¹ in the best run companies for many reasons, such as over terms and _____², management decisions, discrimination (on grounds of race, sex, disability, and religion), sexual harassment, bullying, health, and _____³ issues.

Within two months of starting a job, employees are _____⁴ to a written statement setting down the main conditions of their employment. As well as information on pay, hours, holiday _____⁵, and notice periods, the statement must also cover what the company will do if they have to discipline an employee for _____⁶ the rules (the warning procedure) and who the employee can apply to if they



are dissatisfied with a _____⁷ decision. All employees have the right to be accompanied by another employee or a union _____⁸ (if applicable) at any disciplinary interview.

A disciplinary procedure would normally be used when an employee does not follow company _____⁹, breaks rules, or displays inappropriate workplace behaviour. Employees must be fully informed of their inappropriate _____¹⁰ and given an opportunity to explain themselves. The procedure should be handled in a private and respectful manner and the employee's previous record should be taken into account.

Now discuss the article and the following questions.

- 1 What should employees in your company do if they have a grievance? What role, if any, does the trade union play?
- 2 What are some of the problems that can lead to disciplinary procedures?
- 3 How do you discipline staff if they do something wrong?

11 Below are some headlines from articles on HR issues. In pairs decide what you think they refer to and then discuss your answers with the whole group.

1	Absence levels rising ...	2	Is there a doctor in the house?
3	Women sue over sex discrimination		
4	Deaths from overwork (Karoshi) increase in Japan	5	<u>Staff quit over Internet use and abuse</u>
6	Wellness management – a growing necessity?	7	U.S. ban on smoking in the workplace reduces heart attacks
		8	Consultation on workplace noise rules

Have any of these issues arisen in your company? How did you deal with them?

12 Number the following workplace stress factors in order of importance (1 most stressful, 10 least stressful). Compare your results with a partner's.

- interpersonal relationships at work (problems with co-workers)
- tight deadlines (pressure to get work done in time)
- intimidation from supervisors
- work environment/equipment (unsatisfactory working conditions)
- workload
- job security (fear of losing one's job)
- working hours
- low autonomy (working under constant supervision)
- repetitive work
- work/life balance (finding time for responsibilities at home)

What health and safety measures is your company taking to reduce stress levels in staff?