



# WORKING IN HUMAN RESOURCES



## 1

### Warm up

In pairs, discuss the following questions.

1. Can you describe a typical day in your role as an HR professional?
2. How do you stay up to date with current HR laws and regulations?
3. Can you share your experience in recruiting and hiring new employees?
4. What are some of the challenges you face when dealing with employee conflicts in the workplace?





## 2

**HR tasks**

**Part A: Match the verbs on the left with the words on the right to form phrases. Can you think of any other tasks that a human resources specialist may do?**

- |              |                                     |
|--------------|-------------------------------------|
| 1. recruit   | a. workers' performance             |
| 2. improve   | b. honest feedback                  |
| 3. verify    | c. questions about company policies |
| 4. interview | d. company working conditions       |
| 5. answer    | e. job candidates                   |
| 6. appraise  | f. worker conflicts                 |
| 7. give      | g. training for company staff       |
| 8. resolve   | h. new employees                    |
| 9. organize  | i. references of job candidates     |

**Part B: Use phrases from Part A and fill in the gaps. You may need to change the form of the verbs.**

1. HR strives to \_\_\_\_\_ and create a positive workplace environment.
2. It's important to \_\_\_\_\_ in order to maintain open and transparent communication.
3. HR is also responsible for \_\_\_\_\_ to help employees further their skills and knowledge.
4. To fill open positions, the HR department is responsible for \_\_\_\_\_.
5. During the hiring process, HR professionals \_\_\_\_\_ to assess their skills and qualifications.
6. When conflicts arise in the workplace, HR plays a crucial role in \_\_\_\_\_.
7. Before making a job offer, it is important to \_\_\_\_\_.
8. One of HR's tasks is to \_\_\_\_\_ and provide constructive criticism.
9. HR is also responsible for \_\_\_\_\_ and answering any inquiries employees may have.



## 3

**Listening**

Now listen to Susan describing her work as a human resources manager for an IT distribution company called Xcel Systems. Answer the questions below.

1. Which of the tasks from page two does she mention?

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2. What does she enjoy about her work?

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3. What does she dislike about her work?

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## 4

**Useful expressions for talking about your job**

Part A: Listen again and complete the sentences.

1. My \_\_\_\_\_ include recruiting new employees and organizing training for company staff.
2. It's also my \_\_\_\_\_ to improve the company's working conditions.
3. I \_\_\_\_\_ my work very interesting mainly because I enjoy working with people.
4. \_\_\_\_\_ I don't like so much is when I have to deal with a difficult employee.

Part B: Now complete the phrases below.

charge

most

part

quite

responsible

1. I'm \_\_\_\_\_ for ...
2. I'm in \_\_\_\_\_ of ...
3. What I like \_\_\_\_\_ about my work is ...
4. One task I don't \_\_\_\_\_ like is ...
5. The \_\_\_\_\_ I don't really like is ...

**5****Listening for gist**

**You are going to hear the podcast about business issues. Look at the questions below and while listening, mark the correct options.**

1. What is Tina's role in the company?
  - a. CEO
  - b. HR manager
  - c. Project Manager
  
2. What specific HR tasks is Tina in charge of?
  - a. marketing campaigns
  - b. recruiting new employees, verifying references of job candidates, appraising workers' performance, giving honest feedback to employees, resolving worker conflicts, and organizing training for company staff
  - c. accounting and finance
  
3. What does Tina like most about her work as an HR manager?
  - a. the salary and benefits
  - b. the opportunity to have a positive impact on the lives of employees
  - c. the chance to travel for business
  
4. What is one of the key strategies Tina uses to help employees grow professionally?
  - a. providing opportunities for continuous learning and development
  - b. hiring more employees
  - c. outsourcing work to other companies
  
5. What is another strategy Tina uses to help employees grow professionally?
  - a. offering bonuses for good performance
  - b. fostering a culture of feedback and coaching
  - c. outsourcing work to other countries



## 6

**Focus on vocabulary**

**Part A: Match the words below with their definitions.**

- |                                      |  |
|--------------------------------------|--|
| 1. job rotation (n)                  | a. progress or development, especially in one's career or status                                     |
| 2. in-house <u>training</u> (phrase) | b. training provided within the company, rather than outside of it                                   |
| 3. <u>overseeing</u> (v)             | c. finish or bring something to an end   |
| 4. <u>advancement</u> (n)            | d. the practice of regularly moving employees between different jobs or departments within a company |
| 5. wrap up (v)                       | e. directing and supervising   |
| 6. <u>implementing</u> (n)           | f. promoting the growth or development of something  |
| 7. <u>fostering</u> (n)              | g. feel a great sense of satisfaction or achievement about something                                 |
| 8. I take great pride in... (phrase) | h. putting into effect   |



**Part B: Look at the script from listening to the previous exercise and fill in the gaps using words from Part A.**

**Mark:** Welcome to this week's episode of "The Business" podcast. Today, we have with us Tina, a well-respected HR manager who has been in the industry for over a decade. Tina, can you tell us a little about your role as an HR manager?



- Tina:** Of course, Mark. I'm responsible for \_\_\_\_\_<sup>1</sup> the HR function for our company, which includes managing our employees, developing and \_\_\_\_\_<sup>2</sup> HR policies, and providing support for employees and managers.
- Mark:** And what specific HR tasks are you in charge of?
- Tina:** Many things to be honest. For instance: recruiting new employees, verifying references of job candidates, appraising workers' performance, or giving honest feedback to our employees. I also play a key role in resolving worker conflicts and organizing training for our company staff.
- Mark:** That's a lot of responsibilities! What do you like most about your work as an HR manager?
- Tina:** What I like most about my work is that it gives me the opportunity to have a positive impact on the lives of our employees. \_\_\_\_\_<sup>3</sup> helping our employees grow both professionally and personally, and in making sure that our company is a great place to work.
- Mark:** Before we \_\_\_\_\_<sup>4</sup>, I'd like to ask about those strategies for helping employees grow professionally. Can you share some of the methods you use in your role as an HR manager?
- Tina:** Absolutely! One of the key strategies I use is providing opportunities for continuous learning and development. This can include offering \_\_\_\_\_<sup>5</sup> programs, encouraging employees to attend conferences and workshops, or providing opportunities for employees to work on special projects that challenge them and help them grow their skills.
- Tina:** Another strategy is \_\_\_\_\_<sup>6</sup> a culture of feedback and coaching. I encourage managers to have regular one-on-one meetings with their teams to discuss their progress, provide constructive criticism, and offer guidance on how to grow their careers.
- Tina:** Lastly, I encourage career growth through \_\_\_\_\_<sup>7</sup>. This allows employees to gain new experiences, build new skills, and broaden their perspectives, which can ultimately lead to professional growth and \_\_\_\_\_<sup>8</sup>.
- Mark:** Those are great strategies! It's clear that you're committed to helping employees grow and reach their full potential. Tina, thank you for your time and for sharing your insights on helping employees grow professionally.
- Tina:** It was my pleasure, Mark. Thank you for having me on the show.

**7****Talking point**

In pairs, discuss the following questions.

1. What is the most difficult part of human resources?
2. How do you give honest feedback?
3. How important is the role of human resources?
4. Describe your job to your partner using vocabulary from this lesson. Describe your responsibilities as well as what you like and dislike.



# Transcripts

## 3. Listening

- Susan Williams:** My name's Susan Williams.
- Susan Williams:** I work for Xcel Systems as a human resources manager.
- Susan Williams:** My responsibilities include recruiting new employees and organizing training for company staff.
- Susan Williams:** It's also my job to improve the company's working conditions.
- Susan Williams:** I find my work very interesting mainly because I enjoy working with people.
- Susan Williams:** It's also very satisfying to see employees improve and develop their skills because of initiatives that I have put into practice.
- Susan Williams:** What I don't like so much is when I have to deal with a difficult employee - for example, somebody who is habitually late, takes too many days off or doesn't meet deadlines.
- Susan Williams:** That can be rather stressful.
- Susan Williams:** But luckily, it doesn't happen too often.

## 5. Listening for gist

- Mark:** Welcome to this week's episode of "The Business" podcast. Today, we have with us Tina, a well-respected HR manager who has been in the industry for over a decade. Tina, can you tell us a little about your role as an HR manager?
- Tina:** Of course, Mark. I'm responsible for overseeing the HR function for our company, which includes managing our employees, developing and implementing HR policies, and providing support for employees and managers.
- Mark:** And what specific HR tasks are you in charge of?
- Tina:** Many things to be honest. For instance: recruiting new employees, verifying references of job candidates, appraising workers' performance, or giving honest feedback to our employees. I also play a key role in resolving worker conflicts and organizing training for our company staff.
- Mark:** That's a lot of responsibilities! What do you like most about your work as an HR manager?



- Tina:** What I like most about my work is that it gives me the opportunity to have a positive impact on the lives of our employees. I take great pride in helping our employees grow both professionally and personally, and in making sure that our company is a great place to work.
- Mark:** Before we wrap up, I'd like to ask about those strategies for helping employees grow professionally. Can you share some of the methods you use in your role as an HR manager?
- Tina:** Absolutely! One of the key strategies I use is providing opportunities for continuous learning and development. This can include offering in-house training programs, encouraging employees to attend conferences and workshops, or providing opportunities for employees to work on special projects that challenge them and help them grow their skills.
- Tina:** Another strategy is fostering a culture of feedback and coaching. I encourage managers to have regular one-on-one meetings with their teams to discuss their progress, provide constructive criticism, and offer guidance on how to grow their careers.
- Tina:** Lastly, I encourage career growth through job rotation. This allows employees to gain new experiences, build new skills, and broaden their perspectives, which can ultimately lead to professional growth and advancement.
- Mark:** Those are great strategies! It's clear that you're committed to helping employees grow and reach their full potential. Tina, thank you for your time and for sharing your insights on helping employees grow professionally.
- Tina:** It was my pleasure, Mark. Thank you for having me on the show.





# Key

## 1. Warm up

5 mins.

This section gives students an opportunity to express their initial views on the topic. Students work in pairs answering the questions. Assist and help as needed.

## 2. HR tasks

### Part A:

5 mins.

Students acknowledge new vocabulary by matching the verbs with the second part of the phrases. Let them do it unaided first but if necessary assist them. After they have finished, they can brainstorm other tasks that are done by human resources specialists.

1. → h.    2. → d.    3. → i.    4. → e.    5. → c.    6. → a.    7. → b.    8. → f.    9. → g.

### Part B:

5 mins.

Now students put the phrases from the previous part in the gaps. Remind them that sometimes they will need to change the form of the verb.

1. improve working conditions
2. give honest feedback
3. organizing training for company staff
4. recruiting new employees
5. interview job candidates
6. resolving worker conflict
7. verify references of job candidates
8. appraise worker's performance
9. answering questions about company policies

## 3. Listening

5 mins.

Students listen to Susan who is explaining the tasks of her job. Before that, let students read through the questions and then play the recording. If necessary you can let them hear it again.

1. recruiting new employees, organizing training, improving company working conditions
2. Enjoys: working with people, seeing employees improve and develop their skills
3. dealing with difficult employees



#### 4. Useful expressions for talking about your job

**Part A:**

5 mins.

Students listen to the recording again trying to fill in the gaps. If necessary, you can stop the recording when the words appear.

- |                     |        |         |         |
|---------------------|--------|---------|---------|
| 1. responsibilities | 2. job | 3. find | 4. What |
|---------------------|--------|---------|---------|

**Part B:**

5 mins.

Students complete the phrases with the words from the above sentences/task and then check their answers in pairs.

- |                |           |         |          |         |
|----------------|-----------|---------|----------|---------|
| 1. responsible | 2. charge | 3. most | 4. quite | 5. part |
|----------------|-----------|---------|----------|---------|

#### 5. Listening for gist

5 mins.

Students listen to the podcast about business issues and choose the correct answer.

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. b. | 2. b. | 3. b. | 4. a. | 5. b. |
|-------|-------|-------|-------|-------|

#### 6. Focus on vocabulary

**Part A:**

5 mins.

Check students' pronunciation of complicated words. Ask students to complete the task unaided at first, but give them assistance if necessary.

- |         |         |         |         |         |         |         |         |
|---------|---------|---------|---------|---------|---------|---------|---------|
| 1. → d. | 2. → b. | 3. → e. | 4. → a. | 5. → c. | 6. → h. | 7. → f. | 8. → g. |
|---------|---------|---------|---------|---------|---------|---------|---------|

**Part B:**

10 mins.

Students fill the script with the words from Part A. To check the answers, they can listen to the recording one more time.

- |                      |                 |                          |                |
|----------------------|-----------------|--------------------------|----------------|
| 1. overseeing        | 2. implementing | 3. I take great pride in | 4. wrap up     |
| 5. in-house training | 6. fostering    | 7. job rotation          | 8. advancement |

#### 7. Talking point

10 mins.

Students discuss questions using as much vocabulary from the lesson as they can recall in order to revise it.