



1.5. PAYMENT CONDITIONS, WORK ENVIRONMENT AND DUTIES



SPEAKING & VOCABULARY

Task 1.

How important is salary in your choice of career? Where would you place this factor within your priority pyramid?

Task 2.

Read the text about different forms of payment we can receive for work, and fill in the gaps with the words below.

salary | mortgage | expenses | bonus | fringe benefits | fees | pension | wages | commission | remuneration | mileage allowance | incentive

As a white-collar worker, I receive my 1) _____ every month as opposed to people who are paid weekly and receive 2) _____. I work for an exporting company based in Poland. My 3) _____ includes the base salary and 4) _____, e.g. my company car and laptop. Since my work involves a lot of travelling, I am also provided with the 5) _____ which covers my travel expenses. My duties include cooperating with sales people who are paid on a 6) _____ basis. Some of them are not very successful, so they do not earn much commission. Twice a year, I receive a 7) _____ given for meeting financial targets. It is an 8) _____ to improve my performance and work even harder. As the living 9) _____ have considerably increased over recent years, I really appreciate additional benefits, especially when I remind myself of the 10) _____ on my flat, which I hope I will repay within the coming 15 years, and the high school 11) _____ I pay regularly for my children receiving private tuition. I hope that when I retire, my 12) _____ will allow me to indulge my every whim.

Task 3.

What fringe benefits do employees receive? Complete the list below, and add your own ideas. Do you receive fringe benefits?

Fringe benefits may include:

- | | |
|----------------------|-----------------------|
| 1. c _____ car | 6. l _____ vouchers |
| 2. t _____ allowance | 7. c _____ facilities |
| 3. m _____ allowance | 8. _____ |
| 4. m _____ phone | 9. _____ |
| 5. p _____ scheme | 10. _____ |

BUSINESS SKILLS

Task 1.

Imagine that you have decided to meet your manager and discuss a salary rise. Work with a partner. As an employee, prepare relevant arguments to justify your financial expectations. Your partner is supposed to provide his/her counterarguments as a manager. Make a list of your arguments/counterarguments.

Task 2.

Role play the negotiation so that each person can take the role of an employee and a manager. Use the language of negotiation below.

Language for negotiating:

SUGGESTING

- Does that seem acceptable to you?
- Is there anything you would like to change?
- There are several options to consider. Would it be possible _____
- Regarding your proposal, our position is _____

RESPONDING TO SUGGESTIONS

- As far as your suggestion/proposal is concerned, we think that _____
- We'd like to make an alternative suggestion/proposal.
- From where we stand, a better solution might be _____

DISCUSSION (AGREEING & DISAGREEING)

That's a fair suggestion/proposal/solution.

You have a strong point there.

That's true. However _____

I think we can both agree that _____

That's a good idea, but if we look more deeply into this topic _____

The way I look at/understand/see it is _____

From my perspective _____

I'd have to disagree with you there.

I'm afraid that doesn't work for me.

GIVING REASONS & CLARIFYING

The reason why is that _____

This is because _____

Due to _____

Would you like to elaborate on that?

Could you clarify that point for me?

If I understood you correctly _____

What exactly do you mean by _____

Could you be more specific?

COMPROMISING

How flexible can you be on that?

Would you be willing to accept a compromise?

Could we meet halfway?

We feel there has to be a trade-off here.

What do you think is a fair way to resolve the situation?

ACCEPTING & REFUSING

We are in favour of that.

We are happy to accept these terms.

This agreement is acceptable to us.

That sounds reasonable.

I am afraid we couldn't agree on _____

That would be very difficult for us because of _____

Unfortunately, we must decline your offer.

SUMMARISING

Let's review what we have agreed on so far.

We've finally decided on _____

Let's just confirm the details.



WRITING: MEMO

Task 3.

You are a managing director who is going to organise a meeting to discuss annual salary reviews and suggest salary rises for your employees. Write a memo to all team leaders notifying them of the date, venue and purpose of the meeting. In your writing, use the phrases below.

Useful phrases for memo writing:

Date: _____

To: _____

From: _____

Subject: _____

Date: _____

To: _____

Cc: _____

From: _____

Re: _____

I wish/would like to inform you about _____

This is to inform the team leaders about the meeting on _____

All employees are required to attend the meeting on _____

We request all team leaders to attend the meeting on _____

The purpose of the meeting is to _____

The meeting is aimed at _____

Attached is an employee information sheet.

Please find attached the meeting agenda.

For any doubts or queries, contact me within one working day.

For more information, contact _____

Kind regards/Regards _____

Thank you.

(signature)

carbon copy



*BCC - blind carbon copy
cc - more recipients
at a memo in addition to a direct one (informational purposes)*



SPEAKING

Task 1.

Apart from negotiating a salary rise, what else can people negotiate at work? Discuss it with a partner, and then share your ideas with the group.

Task 2.

Answer the questions below, and compare the answers with a partner. Do you share an opinion on negotiation or do you have different views?

- My goal in negotiation is:
 - winning at any cost
 - reaching an agreement
 - showing my bargaining power
 - something else (What?)
- The person who I negotiate with is my:
 - partner
 - adversary
 - enemy
 - somebody else (Who?)
- I gather information about my negotiation partner by:
 - browsing the Internet
 - searching trade forums
 - asking people from my partner's industry
 - by other method (Which one?)
- While entering into negotiation, I:
 - have my aims clearly set
 - stay relaxed
 - feel under pressure
 - feel and behave (How?)
- When my negotiation reaches a deadlock, I:
 - try not to reveal my nervousness
 - spread my arms helplessly
 - always have an alternative solution in mind
 - think or do (What?)
- Negotiation resembles a:
 - fight
 - game
 - maze
 - something else (What?)



VOCABULARY & SPEAKING

Task 1.

Do you get on well with people at work? How would you describe your work atmosphere? Answer the questions using the adjectives below.

calm | congenial | convivial | cosy | friendly | homely | informal | pleasant | relaxed | warm | welcoming | heavy | hostile | strained | tense

Task 2.

Fill in the gaps with the correct verbs below.

lighten | create | prevails | charged | sense | sour

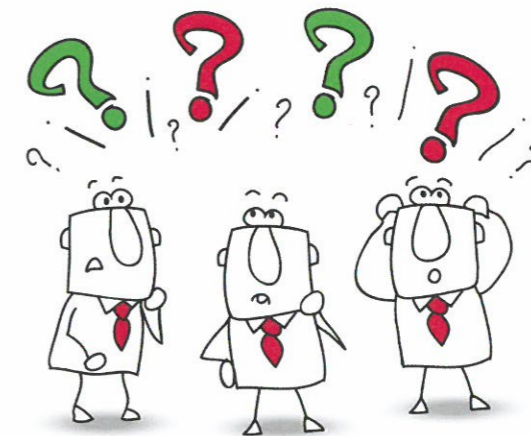
- Our manager could _____ an atmosphere of calm and security at work.
- His blunt comments easily _____ our workplace atmosphere.
- I really enjoy his funny remarks which usually _____ the atmosphere in our department.
- I could _____ a hostile atmosphere in the office because of the recent redundancies.
- The atmosphere was _____ with excitement. Our company received an award for CSR activities.
- A relaxed atmosphere usually _____ in our company. We are a small family business with a long tradition.



SPEAKING & LISTENING

Task 1.

Do you work in a multinational environment, or have you ever thought about applying for a position in a multinational company? Discuss the question with a partner, and then think about the problems encountered while working with people from different cultural backgrounds.



CD1 **Task 2.**

6 Listen to the first part of a lecture delivered by Bob, an expert on intercultural negotiation, and note down the cultural differences discussed with reference to the aspects of negotiation below.

Aspect of negotiation	Cultural differences
Time frame of a business relationship	
Outcome of negotiation	
Attitude to negotiation	
Style of communication	
Emotional expression	
Decision-making process	

CD1 **Task 3.**

7 Listen to the second part of the lecture, and complete the sentences below with the word/phrase mentioned by Bob.

- Negotiation may lead to doing _____ or establishing a long-standing arrangement.
- People from _____ are not in favour of the win-win negotiation.
- The party adopting an informal style in negotiating wishes to _____ with the opposing party.
- The Israelis communicate in a very _____ way.
- In negotiation, decisions might be taken by means of group _____ or by a team leader.

Task 4.

An American businessman entered into negotiation with his Norwegian partner. They negotiated a supply contract for delivering goods from America to Norway. Look at the phrases below, and create a story of their contract negotiation.

- > do business with _____
- > create long-term trust
- > build strong relationships
- > set the agenda
- > follow the framework
- > take advantage of
- > declare a contract null and void
- > get out of the contract
- > reach a deadlock
- > take a timeout
- > concede the point
- > give ground to sb on sth
- > reach a mutually-acceptable agreement
- > clinch a deal



VOCABULARY & SPEAKING

Task 1.

Analyse work duties of a management assistant, legal officer, HR specialist and IT specialist. Put the following examples in the right column of the table below.

Management assistant	Legal officer	HR specialist	IT specialist

streamline IT processes | provide administrative support | manage business travel arrangements | liaise with the travel agency (dealing with ticketing-related issues) | prepare briefing materials for the meetings | give legal assistance | establish a training programme | assist in the management of absences | provide support to the IT users | ensure that HR procedures are carried out | answer and redirect phone calls | receive visitors | prepare presentation sheets | take notes and minutes | perform administrative duties | prepare expenses claims | scrutinise documents for completeness | prepare replies to legal interpretation request | provide accurate legal analysis and advice | compile individual files of the staff

Task 2.

Think about your typical work schedule, and make a list of duties you perform. Compare your list with a partner. Do you have a lot in common or the opposite?

Task 3.

You are going to interview a partner about his/her work and duties. Ask him/her the following questions, and note down the answers. Then, deliver a short presentation about your partner's work.

1. Do you have a nine-to-five job?

2. Do you work full-time or part-time?

3. Do you work flexitime?

4. Are you a white-collar or a blue-collar worker?

5. Do you do overtime?

6. Do you work shifts?

7. Does your work involve a lot of travelling?

8. Does your work involve dealing with customers?

9. How often do you take time off work?

10. How do you commute to work?

11. Whom do you report to?

12. What are you responsible for?

13. What duties do you perform every day?

14. Do you work under stress and time pressure?

15. Do you always meet deadlines?

Task 4.

Look at some work-related topics, and express your opinion using the phrases below.

In my view _____
As far as I'm concerned _____
Personally, I believe/feel _____
I tend to think that _____
I'm convinced that _____
Speaking for myself _____
As far as I know _____
As far as I understand /can see _____
I'd like to point out that _____
What I mean is _____
It seems to me that _____
From my point of view _____
If I'm not mistaken _____
I might be wrong, but _____
I have mixed feelings about _____

1. Employees don't pull their weight when they earn average money.
2. Financial incentives motivate people the most.
3. We are in danger of burning out due to our heavy workloads.
4. Good employees try to get on well with all co-workers.
5. Quality is in the eye of the beholder.
6. Appraisal interviews encourage communication and improve employees' performance.

Task 5.

Complete the collocations below with the verbs do or work.

- _____ physical work
- _____ overtime
- _____ as a temp
- _____ from dawn to dusk
- _____ one's finger to the bone
- _____ at a slow pace
- _____ odd jobs
- _____ intellectual work
- _____ seasonal work
- _____ as a teacher
- _____ at full stretch
- _____ voluntary work
- _____ at the computer
- _____ shifts



GRAMMAR: TENSES

Task 1.

Piotr is describing his work in a bank. Read the following extract, and choose the correct grammatical form of the verbs below.

I 1) *work/am working* for a large international bank. I am in charge of the Auditing Department. One of my responsibilities 2) *is/are* to make sure that bank operations and procedures are reviewed and evaluated accordingly. I used to 3) *work/working* in the Credit and Risk Management Department. However, due to our internal mobility procedure, I 4) *was moving/moved* to the Auditing Section. I have a nine-to-five job. Usually, I leave for work at 7, arrive at 8:30 and stay there till 16:30. My work 5) *is involving/involves* performing regular appraisals and reporting the results to the Management Board. I am responsible for checking whether banking operations comply with applicable laws and regulations. Currently, I 6) *visit/am visiting* universities in Poland and giving lectures on career opportunities in our institution. It 7) *seems/is seeming* to me that students need a stimulus to seek employment in banking. I firmly believe they 8) *have/are having* the potential to be great financial specialists.

Task 2.

Complete the sentences below with the verbs in brackets in the correct grammatical form.

- The meeting _____ (START) at 9 o'clock.
- When we _____ (WORK) on our project, the boss _____ (CALL) an urgent meeting.
- I _____ probably _____ (TAKE PART) in this business competition.
- Who _____ (CHAIR) the meeting tomorrow?
- By the end of this term, I _____ (SPEAK) English fluently.
- Next Monday, we _____ (MERGE) with another company.
- This time next month, she _____ (VISIT) her business partners in Barcelona.
- When I _____ (WORK) on my computer, the power _____ (GO OFF).
- I _____ (NOT HAVE) any business meeting for at least one month.
- He _____ (REGISTER) his new business activity yesterday.
- He _____ (WORK) as a financial specialist for 10 years, and he loves his job.
- By the time he came to work, his colleagues _____ (WORK) on a project for three hours.
- You're finally here! I _____ (WAIT) for you since 10 o'clock.
- By this time next month, they _____ (TRAVEL) on business to Florida.
- I _____ (BE) to Paris many times, but this business trip is the most exciting!
- I couldn't complete this task because I _____ (LOSE) my notes the day before.
- By the time you read this memo, I _____ (LEAVE) the company.
- He _____ (STUDY) accounting, before he got the job.
- As soon as the bus _____ (ARRIVE), we will leave for the airport.
- Our Business English classes _____ (END) January 25.
- She _____ (WRITE) another management coursebook this year.

- I _____ (SEE) my team leader tomorrow to discuss my performance.
- I _____ (LAUNCH) many business projects so far.
- My boss _____ (SIT) at this computer for five hours, so he is tired.
- I _____ (STUDY) Business English for four hours, before I took a walk.
- The phone _____ (RING) in the office. I'll get it.
- After I _____ (GET) home, I'll complete this report.
- My co-worker often _____ (STUDY) in the evening.
- Why are you late for the meeting? The road is very wet. It _____ (RAIN) all day.
- Yesterday, I met my ex-boss, whom I _____ (NOT SEE) for many years.
- _____ her manager often _____ (CRITICISE) her?
- I _____ (NOT FINISH) my business trip yet.
- She is tired. _____ she _____ (WORK) all day?
- As they _____ (ARGUE), the boss came in and dismissed them.
- I hope you _____ (APPRECIATE) my hard work.
- _____ they _____ (COMPLETE) the project last week?
- _____ you ever _____ (COOPERATE) with Italian investors?
- How long _____ it _____ (TAKE) to get to the city centre? I'm looking for the start-up incubator.
- Fancy meeting you here! I _____ (NOT SEE) you for ages.
- I think I _____ (EXCHANGE) many business cards with new investors.

Task 3.

Consider the following topics, and discuss them with a partner using the grammatical tenses suggested below.

- your daily work routine
- tasks you are completing at the moment
- meetings you are having tomorrow
- qualifications you have obtained recently
- knowledge you have gained as a student
- experience you have gained at work
- projects you have been working on for a week/month/year
- conference/lecture/course you attended
- meeting which influenced your career development
- career plans for the future
- activities you will be performing at a particular time in the future
- activities you will have finished by a particular time in the future