

Human Resources 2



Warm up

- What are some common challenges faced by HR professionals in managing employee relations?
- How important is maintaining a positive work environment to employee satisfaction and productivity?
- Can you think of any strategies to effectively address employee concerns and conflicts at work?
- Have you ever participated in team-building activities at your workplace? If so, what did you do? Were the activities beneficial?



1. Match the vocabulary with the correct definition

1. open-door policy <i>b</i>	a. The process of resolving conflicts between employees with the help of a neutral third party.
2. employee grievances <i>c</i>	b. When employees are encouraged to approach their managers or supervisors with any concerns or questions they may have.
3. mediation <i>a</i>	c. complaints or concerns raised by employees regarding work related issues.
4. workplace culture <i>e</i>	d. activities and initiatives aimed at improving collaboration among team members.
5. team building <i>d</i>	e. The shared values, beliefs, and behaviours that shape the work environment.



2. Discuss the following in small groups

- How can mediation help resolve conflicts between employees?
- What strategies or activities can HR professionals implement to promote team building in the workplace?
- Do you have an open-door policy at your work? If so, do you find it effective?
- Why is it important for organizations to prioritize the resolution of employee grievances?
- How does a positive workplace culture impact employee satisfaction and productivity?
- Can you provide examples of how mediation has been successfully used to resolve conflicts in a work environment?
- Share your thoughts on the role of HR in shaping and maintaining a healthy workplace culture.



3. Read the text and answer the following questions.

Sarah: Hi Mark, I noticed you seem a bit frustrated lately. Is everything okay?

Mark: Not really, Sarah. I have some concerns about the upcoming project. It feels overwhelming, and I'm not sure if I have enough support.

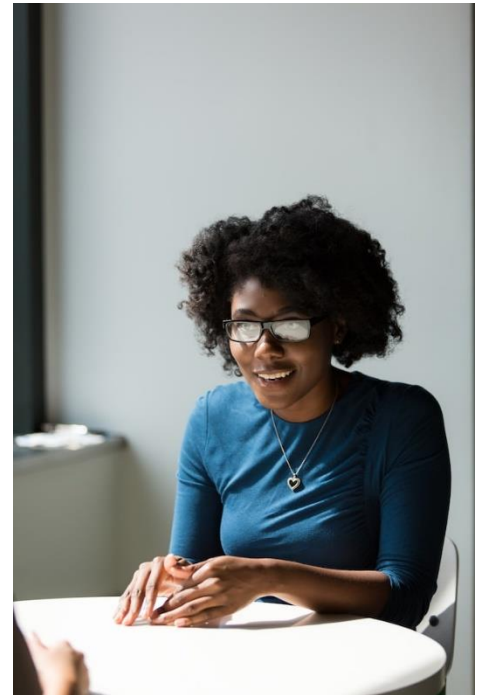
Sarah: I understand your concerns, Mark. Let's schedule a meeting to discuss this further. In the meantime, remember that we have an open-door policy, and you can always reach out to HR if you need assistance.

Mark: That would be helpful. I appreciate your support, Sarah.

Sarah: No problem, Mark. Our HR team is here to mediate conflicts and address employee grievances. Currently, we are mediating a situation between two team members who are having communication issues and we are actively working towards a resolution.

Mark: I'm glad to hear that. It's helpful to have someone impartial who can help with such matters.

Sarah: Absolutely, Mark. Our aim is to foster a positive workplace culture where open communication and team building are valued. By addressing concerns and promoting collaboration, we can create a supportive environment for everyone.



1. What is Mark's main concern about the upcoming project? *Mark's main concern is feeling overwhelmed and unsure if he has enough support for the upcoming project.*
2. How does Sarah respond to Mark's concerns? *Sarah responds by suggesting a meeting to discuss Mark's concerns and reminds him about the open-door policy and the availability of HR assistance.*
3. What options does Sarah provide Mark for assistance? *Sarah provides Mark with the options of scheduling a meeting and reaching out to HR for support.*
4. What role does HR play in the workplace, according to Sarah? *According to Sarah, HR plays a role in mediating conflicts and addressing employee grievances, with a focus on fostering a positive workplace culture.*
5. Why do you think Mark appreciates having someone impartial help with such matters? *Mark appreciates having someone impartial help with such matters because they can provide unbiased guidance and facilitate a fair resolution.*
6. Can you provide a real-life example of a conflict HR mediated? How was it dealt with? What was the result?

Present Simple vs. Present Continuous

Present Simple expresses routine activities, facts, general truths, and habits.

Our HR team mediates conflicts and addresses employee grievances regularly.

Present Continuous describes actions happening at or around the present moment, temporary situations, or ongoing actions.

Currently, we are mediating a situation between two team members who are having communication issues.



4. Fill in the gaps with the correct form of the verb.

1. Our HR department **addresses** (address) employee concerns and conflicts on a daily basis.
2. The HR manager **is conducting** (conduct) interviews with potential candidates this week.
3. Employee engagement initiatives **play** (play) a crucial role in fostering a positive work environment.
4. Our HR team **is developing** (develop) policies and guidelines to ensure compliance with labour laws.
5. The director **is attending** (attend) a conference on *inclusion and diversity* this week.
6. The HR department **manages** (manage) employee benefits and compensation programs.
7. The company **is implementing** (implement) team-building activities to strengthen collaboration among employees.
8. Our HR professionals **stay** (stay) up to date with the latest changes in employment legislation.
9. The HR team **is mediating** (mediate) a conflict between two employees at the moment.
10. We **encourage** (encourage) open communication and transparency in our organization.



5. Read the following scenario and discuss how you would address the conflict as an HR professional.

You are an HR professional at a multinational company, *GlobalTech Solutions*. Two employees, Lisa and Alex, who work together in the Marketing Department, have been experiencing a relationship conflict that is causing tension and affecting their work.

Lisa and Alex have been assigned to collaborate on a high-profile marketing campaign for a new product launch. They were initially excited about the project and had a good working relationship. However, as the project progressed, they experienced disagreements and clashes in their approaches. Lisa prefers a more traditional marketing strategy, while Alex leans towards innovative and unconventional methods. Their conflicting opinions and working styles have led to frequent arguments and a breakdown in communication. Other team members have noticed the tension between Lisa and Alex, which is creating an uncomfortable work environment.



In pairs or small groups, discuss how you would address the conflict between Lisa and Alex. Share your proposed solutions and strategies for conflict resolution. Consider the following points when formulating your response:

- Analysis of the conflict
- Mediation and communication
- Conflict resolution and collaboration
- Long-term solutions and follow-up

Analysis of the conflict:

- *Conduct individual meetings with Lisa and Alex to understand their perspectives, concerns, and expectations regarding the project.*
- *Identify the specific areas of disagreement and the underlying reasons behind their conflicting opinions.*
- *Recognize the impact of their conflict on team dynamics and the overall work environment.*

Mediation and communication:

- *Arrange a joint meeting with Lisa and Alex, facilitated by an HR representative, to provide a neutral ground for open dialogue.*
- *Encourage active listening and respectful communication during the meeting, allowing both parties to express their viewpoints without interruption.*

- *Mediate the discussion, acknowledging common ground and seeking areas of compromise.*

Conflict resolution and collaboration:

- *Facilitate a brainstorming session where Lisa and Alex can explore different marketing strategies and find a middle ground that incorporates elements of both traditional and innovative approaches.*
- *Encourage them to focus on shared objectives and the ultimate goal of the marketing campaign.*
- *Help them identify each other's strengths and find ways to leverage their complementary skills to enhance collaboration.*

Long-term solutions and follow-up:

- *Establish clear guidelines for effective communication and conflict resolution within the team, emphasizing the importance of respect and open dialogue.*
- *Provide ongoing support and coaching to Lisa and Alex to improve their communication and interpersonal skills.*
- *Monitor their progress and conduct regular check-ins to ensure the resolution is sustained and any new conflicts are addressed promptly.*