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**The Language of the World of Work**



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**THE LANGUAGE OF THE WORLD OF WORK**

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## 1. PREFACE

The World of Work preparation course is for students and business-people who would like to work in different areas of business with an intermediate (B2) level of English. This learning package provides theoretical knowledge and stimulates real-life situations with practical topics and meaningful activities that students can apply in their personal and professional lives. This material is especially useful for those who are preparing to work in Hungary or abroad and their working language will be English. Each lesson explores a facet of specialised area the learners might need to know about in their future career.

The tools that they learn in World of Work will help them communicate more effectively in different situations.





## 2. WORK

Work is important in everybody's life. The work raised the man from the animal kingdom. Through work the senses of man became better and better and their handwork more and more precise. The small movements he did with his hands helped the development of the brain and his thinking became more and more creative. We can say that the work helped the mankind to be what it is now, the Homo Sapiens Sapiens, which means the wise man.

There are people who only work for money, but there are many who work because they enjoy. They want to create something or they want to help the others by the inventions they create.

### **Brainstorm**

- Why do people work?
- What do your parents do for a living? Do they like their jobs? What are their responsibilities?
- What kind of work would you like to do after you complete your studies?
- Would you like to work for a multinational company, for a family-run business or as a private entrepreneur?
- If you already work, what do you do? Describe the job.

## **Job Roles and Types**

What people do to earn a living is their job or work occupation. There are two big groups of jobs: blue-collar jobs and white-collar jobs. What do they mean?

**Blue-collar jobs** involve physical work. Some physical workers are skilled workers and have a trade such as electrician or bus-driver or mechanic. Others work as factory hands and they may be skilled or semi-skilled. And there is also a group of unskilled workers who are mostly employed in the construction industry and in agriculture. Skilled workers need special training which they can get in vocational schools or in secondary technical schools. People in blue-collar jobs are paid hourly or weekly wages which are generally lower than the white-collar workers' salary.

**White-collar jobs** require college or university qualifications. They are also called professions, such as a doctor, a lawyer, an economist. Some professions such as teaching and nursing are also called vocations which suggests that people do them in order to help others. White-collar workers are paid a monthly salary and work in better conditions than blue-collar workers.

Jobs can also be classified according to the **time spent working**.

If somebody works eight hours a day, five days a week, that person has a **full-time job**. **Part-time workers** only work for four or six hours a day. Very often they are women who have small children and need to spend more time with their families. **Casual workers** are those who work on a totally irregular basis, a few hours a day or a few days a week, whenever they are needed. **Temporary or seasonal workers** are mostly employed in catering and the tourism industry and they usually work during the summer period.

Another grouping could refer to the **period time one's work contract** is valid.

**Tenured work** offers the highest degree of job security because the work contract is not limited in time. **Contractual work** means that a given work contract is valid for a limited time, a year or two. In this case, of course, job security is replaced by job insecurity.

New trends in job types include **homeworking** which means that people work from their homes through an internet connection, or **hot-desking** which involves working in an office where people do not have their own desks, but sit down at any free desk and do their whole work entirely with the help of a computer.

# Job Satisfaction

What do you mean by job satisfaction? How much do you think, job satisfaction is important when people work? What are the factors that can motivate employees to work better?

## **There are a number of factors that motivate employees and offer them job satisfaction**

- good pay and opportunity for wage increases;
- promotion prospects;
- interesting, creative and challenging job;
- working hours (flexible and fixed hours, overtime);
- holiday arrangements;
- job security (knowing that there is no danger of losing your job);
- social interaction with colleagues;
- working conditions (pleasant, healthy, nice atmosphere);
- fringe benefits or 'perks';
- receiving training, opportunity to take qualifications;
- having a position of responsibility;
- working for a respected and well-known company;
- having freedom at work;
- travelling or working abroad.

# Unemployment

How much is the unemployment rate in Hungary? What can people live on if they don't have jobs?

The unemployment rate shows the proportion of unemployed people to the total available labour force. It only includes the officially registered jobless population, and doesn't count with hidden or disguised unemployment (jobless people not shown in government statistics).

## **What is full employment?**

- Ideal situation (never achieved);
- the supply of labour (the number of people looking for a job) is;
- equal to the number of unfilled jobs;
- does not mean that there is no unemployment at all, but almost everyone who is able and willing to work can find a job at the wage level they want.

## **What are some of the reasons for unemployment?**

- Economic recession (companies lay off staff to reduce expenditures);
- the changing patterns of the labour market;
- labour immobility (e.g. older generations are less mobile, they are;
- bound by family ties to their place of living and are reluctant to move);
- people who do not want to work (voluntary unemployment) because they are happy with the unemployment benefit they draw from the state (high unemployment benefit and low minimum wages);
- people in the period of changing jobs for better pay or career opportunities (frictional or search unemployment);
- declining or disappearing industries, structural change of economy (structural unemployment);
- seasonal unemployment, e.g. in agriculture or tourism (at summer and winter holiday resort).

## **What government policies can reduce unemployment?**

- Providing more retraining schemes;
- ensuring better supply of information about job vacancies;
- improving geographical mobility of labour by providing housing or granting other benefits;
- attracting investors, supporting enterprises that settle and create jobs especially in unemployment-stricken regions (tax allowance, temporary tax exemption, subsidies);
- providing lower unemployment benefits.

### 3. TRAINING FOR A JOB

There are very many different types of possibilities for professional training. The place of the training course can be a school, an office or a factory. The purpose of any training course might be to provide knowledge and improve skills in a special field of a professional area. The **initial trainings** are attended by students who have just finished their secondary school studies and they are preparing for the first profession in their lives.

A **retraining course** on the other hand is usually given to those participants, who would like to or who have to change their profession. This can happen because of a better job possibility where the salary is better or just because the person was made redundant at a workplace and the chances are bigger to find a job if the one has got other qualifications as well.

#### **Brainstorm**

- Why education has an important role in a person's life?
- Why an individual's education should be important for the country?
- What kind of professions can students study already at the secondary schools in Hungary?
- What kind of professions can you study at colleges and universities?
- Talk about the profession you are studying. Why did you choose it? What are your aims with it? What are your job possibilities?

# Discussion 1

Look at the chart below. It summarises the compulsory full-time education in Hungary. By using the chart, discuss the system with a partner. Compare the different stages of the primary school, the difference between the primary and the secondary school, the final exam and how to get to college or university. Talk about your own education. If you attended a school abroad, compare the Hungarian system with the system in the country where you completed your compulsory education.

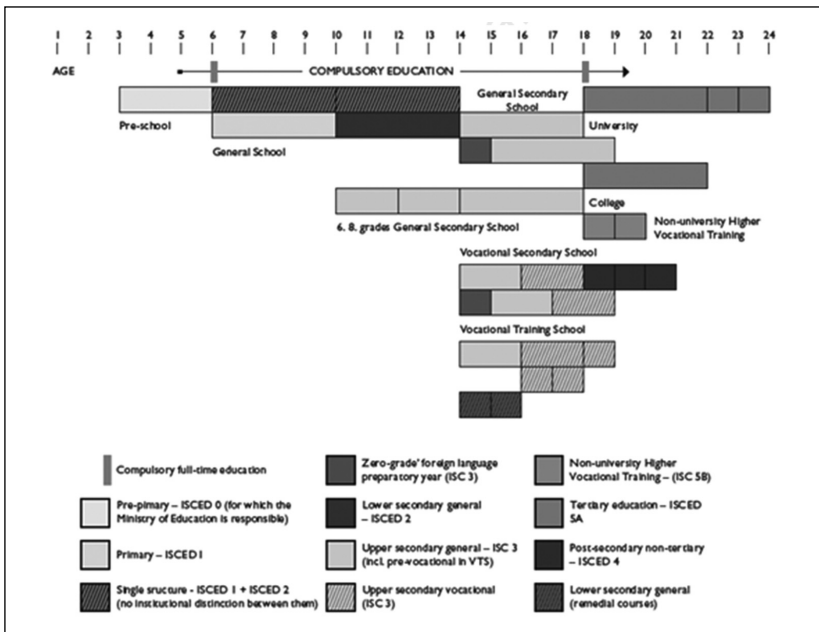


Figure 1.

Source: [HTTP://WWW.OFI.HU/APPENDIX-090617-1/ORGANISATION-OF-THE](http://www.ofi.hu/APPENDIX-090617-1/ORGANISATION-OF-THE)

# Discussion 2

Compare the Hungarian Education System with other European Education Systems. In what way are they similar and in what way are they different from one another? Discuss with a partner.

## Discussion 3

Read the article and answer the questions. Discuss them with a partner.

- What economies all over the world are transforming into?
- Why is it important for a person to have specialization in a particular field of profession?
- Where can you find detailed data about educational training?
- Why can student get real life and practical industry experience?
- What else students are provided?
- Where can you find vocational education training?

### Vocational Education Training

Economies all over the world are transforming into knowledge based economies. With the fundamentals of the world changing fast with the modifications in technology, it is important for a person to have specialization in a particular field in order to find a lucrative job.

Such type of specialization is imparted by vocational education training institutes. In the fields of health, technology, art and business administration, vocational education is generally imparted. The classification of these themes is further done into other specific courses.

Vocational educational training has earned increased renaissance of enthusiasm in today's world of high demand for skilled workers for businesses. Vocational education in details is an exceptionally various and featured topic which involves analysis from a wide range of references and sources to several specified topics on training, occupational programs and career paths. You will find numerous sources online that may help in offering detailed data about such educational training. Due to the desperate need rising on a large scale amongst company houses for skilled workers, nowadays, all over the world people believe that trading schools are rebuilding their stable foundation.

The faculty of these Vocational education training institutes is highly experienced. They impart practical knowledge to their students. As a result the students are able to have a real life and practical industry experience. The students are also provided with internships.

There are various vocational education training located the world over. In fact every state has vocational institutes where the residents of the place can earn the degrees and become part of a specialized workforce. The majority of these training institutes work as per the rules and regulations of state education department. It is the education department of state or the central government that grants recognition to a training institute.

AVLC is a learning centre, which provides different kinds of training courses, such as vocational training, business training, corporate training, English IELTS and so on. (BY: IRIS0326, [HTTP://WWW.ARTICLECITY.COM/ARTICLES/EDUCATION/3.SHTML](http://WWW.ARTICLECITY.COM/ARTICLES/EDUCATION/3.SHTML))

## Vocabulary Development

Read about re-training. Fill in the missing words.

movement, change, offshoring, process, profession, personality, controversy, displaced, positions, workfare

Vocational rehabilitation or retraining is the ..... of learning a new skill or trade, often in response to a ..... in the economic environment. Generally it reflects changes in ..... rather than an "upward" movement in the same field.

There is some ..... surrounding the use of retraining to offset economic changes caused by free trade and automation. For example, most studies show that ..... factory workers in the United States on the average have lower wages after retraining to other ..... when a factory is closed due to ..... A similar issue surrounds ..... from technical jobs to liaison jobs due to offshore outsourcing. Such changes may also favour certain ..... types over others, due to the changing tasks and skills required.



Retraining is sometimes offered as part of ..... programs, which may include support for transportation, childcare, or an internship.<sup>1</sup> ([HTTP://EN.WIKIPEDIA.ORG/WIKI/RETRAINING](http://en.wikipedia.org/wiki/Retraining))

## Problem Solving

Imagine and discuss the following situation with a partner. *Student A* works for LTS International as a secretary, *Student B* is the Managing Director for the same company.

*Student A:* You are talking to your Managing Director who wants to send you to a re-training course. You are not happy to hear about that as you like your job very much, everybody is satisfied with your work and besides that you don't have too much free time. You have two little kids and you would like to spend as much time with them as possible.

*Student B:* Explain to *Student A* the reasons why he/she has to go for re-training course where he/she can study new financial and administrative issues, which the company might need in the future. Explain the number of hours *Student A* has to spend at the course, the subjects he/she will learn and the usefulness of the re-training course for him/her and for the company. Explain that taking part in the re-training course is the only possibility you can keep him/her at the company as the job he/she has done before will be ceased.

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<sup>1</sup> **Key:** process, change, profession, controversy, displaced, positions, offshoring, movement, personality, workfare,



## 4. EMPLOYABILITY SKILLS

Employability Skills can be defined as the transferable skills needed by an individual to make them 'employable'. These skills are what will equip the employee to carry out their role to the best of their ability. These skills refer to those learnt or inborn features the applicant must possess in order to fill in a position. Usually the job descriptions list most of the required skills, which are needed in order to fill in a job. Obviously they cannot make a huge list of everything a person might have. So when you apply for a job add those skills to the list you have, which might be important for the job, but not mentioned in the job description. Different jobs require different employability skills. These are the skills you need to enter, stay in, and progress in the world of work-whether you work on your own or as a part of a team. These skills can also be applied and used beyond the workplace in a range of daily activities. Possessing these skills help you to find the most appropriate job for you in the job market.

### **Brainstorm**

- In your understanding what are exactly the employability skills?  
List a few.
- What do you think can be the learnt skills?
- What kind of inborn features might also be important to find a job?
- What kind of similar or different employability skills are needed for a plumber, a shop assistant, a fireman, a nurse, a chef, a hair-dresser, a vet, a secretary and a company manager?

# Discussion

Decide on the most important employability skills and on the jobs these skills are needed. Look at the employability skills above and give examples of all of them from your own experience or anything else that you have heard about.

- **Communication and interpersonal skills:** The ability to explain what you mean in a clear and concise way through written and spoken means. To listen and relate to other people, and to act upon key information / instructions.
- **Problem solving skills:** The ability to understand a problem by breaking it down into smaller parts, and identifying the key issues, implications and identifying solutions. To apply your knowledge from many different areas to solving a task.
- **Using your initiative and being self-motivated:** Having new ideas of your own which can be made into a reality. Showing a strong personal drive and not waiting to be told to do things.
- **Working under pressure and to deadlines:** Handling stress that comes with deadlines and ensuring that you meet them.
- **Organisational skills:** Being organised and methodical. Able to plan work to meet deadlines and targets. Monitoring progress of work to ensure you are on track to meeting a deadline.
- **Team working:** Working well with other people from different disciplines, backgrounds, and expertise to accomplish a task or goal.
- **Ability to learn and adapt:** To be enthusiastic about your work, and to identify ways to learn from your mistakes for the benefit of both you and your employer.
- **Numeracy:** The ability to use data and mathematics to support evidence or demonstrate a point.
- **Valuing difference and diversity:** Knowing the value of diversity and what it can bring. Understanding and being considerate of the different needs of different individuals
- **Negotiating skills:** To take on board other people's feelings and express your own requirements in an unemotional clear fashion

to achieve win-win outcome. ([HTTP://WWW.EXETER.AC.UK/STUDENTS/AMBASSADORS/HESTEM/RESOURCES/GENERAL/STEMNET%20EMPLOYABILITY%20SKILLS%20GUIDE.PDF](http://www.exeter.ac.uk/students/ambassadors/hestem/resources/general/stemnet%20employability%20skills%20guide.pdf))

## Reading

Read the article and put the headings above the matching paragraphs.

Communications Skills (listening, verbal, written)  
Analytical/Research Skills  
Computer/Technical Literacy  
Flexibility/Adaptability/Managing Multiple Priorities  
Interpersonal Abilities  
Leadership/Management Skills  
Multicultural Sensitivity/Awareness  
Planning/Organizing  
Problem-Solving/Reasoning/Creativity  
Teamwork

### Part 1

#### What Do Wmployers Really Want?

##### Top Skills and Values Employers Seek from Job-Seekers

Most job-seekers wish they could unlock the secret formula to winning the hearts and minds of employers. What, they wonder, is that unique combination of skills and values that make employers salivate with excitement?

Every employer is looking for a specific set of skills from job-seekers that match the skills necessary to perform a particular job. But beyond these job-specific technical skills, certain skills are nearly universally sought by employers. The good news is that most job-seekers possess these skills to some extent. The better news is that job-seekers with weaknesses in these areas can improve their skills through training, professional development, or obtaining coaching/mentoring from someone who understands these skills.

The best news is that once you understand the skills and characteristics that most employer seek, you can tailor your job-

search communication – your resume, cover letter, and interview language – to showcase how well your background aligns with common employer requirements.

Numerous studies have identified these critical employability skills, sometimes referred to as "soft skills." We've distilled the skills from these many studies into this list of skills most frequently mentioned. We've also included sample verbiage describing each skill; job-seekers can adapt this verbiage to their own resumes, cover letters, and interview talking points. (BY RANDALL S. HANSEN, PH.D., AND KATHARINE HANSEN, PH.D.)

### **Skills Most Sought After by Employers**

So, what are these critical employability skills that employers demand of job-seekers?

1. By far, the one skill mentioned most often by employers is the ability to listen, write, and speak effectively. Successful communication is critical in business. E.g.: Exceptional listener and communicator who effectively conveys information verbally and in writing.  
.....
2. Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed. E.g.: Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.  
.....
3. Almost all jobs now require some basic understanding of computer hardware and software, especially word processing, spreadsheets, and email. E.g.: Computer-literate performer with extensive software proficiency covering wide variety of applications.  
.....
4. Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments. E.g.: Flexible team player who thrives in environments

requiring ability to effectively prioritize and juggle multiple concurrent projects.

.....

5. The ability to relate to your co-workers, inspire others to participate, and mitigate conflict with co-workers is essential given the amount of time spent at work each day. E.g.: Proven relationship-builder with unsurpassed interpersonal skills.

.....

6. While there is some debate about whether leadership is something people are born with, these skills deal with your ability to take charge and manage your co-workers. E.g.: Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

.....

7. There is possibly no bigger issue in the workplace than diversity, and job-seekers must demonstrate a sensitivity and awareness to other people and cultures. E.g.: Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.

.....

8. Deals with your ability to design, plan, organize, and implement projects and tasks within an allotted timeframe. Also involves goal-setting. E.g.: Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.

.....

9. Involves the ability to find solutions to problems using your creativity, reasoning, and past experiences along with the available information and resources. E.g.: Innovative problem-solver who can generate workable solutions and resolve complaints.

.....

10. Because so many jobs involve working in one or more work-groups, you must have the ability to work with others in a professional manner while attempting to achieve a common goal. E.g.: Resourceful team player who excels at building trusting relationships with customers and colleagues.

2

([HTTP://WWW.QUINTCAREERS.COM/ JOB\\_SKILLS\\_VALUES.HTML](http://www.quintcareers.com/job_skills_values.html))

## Part 2

### What Do Employers Really Want?

#### Top Skills and Values Employers Seek from Job-Seekers

#### Reading and matching

Read the 2<sup>nd</sup> part of the article, match the descriptions with the headings and with the examples. Write the headings into the spaces above the descriptions.

1. Adaptability/Flexibility
2. Dedication/Hard-Working/Work Ethic/Tenacity
3. Loyalty
4. Self-Motivated/Ability to Work With Little or No Supervision
5. Positive Attitude Motivation/Energy/Passion
6. Willingness to Learn
7. Professionalism
8. Dependability/Reliability/Responsibility
9. Self-Confidence
10. Honesty/Integrity/Morality

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<sup>2</sup> **Key:** 1. Communications Skills (listening, verbal, written); 2. Analytical/Research Skills; 3. Computer/Technical Literacy; 4. Flexibility/Adaptability/Managing Multiple Priorities; 5. Interpersonal Abilities; 6. Leadership/Management Skills; 7. Multicultural Sensitivity/Awareness; 8. Planning/Organizing; 9 Problem-Solving/Reasoning/Creativity; 10. Teamwork



Read about the employment skills. Match them with the descriptions and the examples.

### Personal Values Employers Seek in Employees

Of equal importance to skills are the values, personality traits, and personal characteristics that employers seek. Look for ways to weave examples of these characteristics into your resume, cover letters, and answers to interview questions.

Here is our list of the 10 most important categories of values.

Description	Example
.....	
1. Employers probably respect personal integrity more than any other value, especially in light of the many recent corporate scandals.	a. Loyal and dedicated manager with an excellent work record.
.....	
2. Deals with openness to new ideas and concepts, to working independently or as part of a team, and to carrying out multiple tasks or projects.	b. Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.
.....	
3. Employers seek job-seekers who love what they do and will keep at it until they solve the problem and get the job done.	c. Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.
.....	
4. There's no question that all employers desire employees who will arrive to work every day – on time – and ready to work, and who will take responsibility for their actions.	d. Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.

Description	Example
.....	
5. Employers want employees who will have a strong devotion to the company – even at times when the company is not necessarily loyal to its employees.	e. Dependable, responsible contributor committed to excellence and success.
.....	
6. The job-seekers who get hired and the employees who get promoted are the ones with drive and passion – and who demonstrate this enthusiasm through their words and actions.	f. Highly motivated self-starter who takes initiative with minimal supervision.
.....	
7. Deals with acting in a responsible and fair manner in all your personal and work activities, which is seen as a sign of maturity and self-confidence; avoid being petty.	g. Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.
.....	
8. Look at it this way: if you don't believe in yourself, in your unique mix of skills, education, and abilities, why should a prospective employer? Be confident in yourself and what you can offer employers.	h. Conscientious go-getter who is highly organized, dedicated, and committed to professionalism.
.....	
9. While teamwork is always mentioned as an important skill, so is the ability to work independently, with minimal supervision.	i. Confident, hard-working employee who is committed to achieving excellence.

Description	Example
.....	
10. No matter what your age, no matter how much experience you have, you should always be willing to learn a new skill or technique. Jobs are constantly changing and evolving, and you must show an openness to grow and learn with that change.	j. Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.

**Table 1<sup>3</sup>**

Source: RANDALL S. HANSEN, PH.D. – KATHARINE HANSEN, PH.D.

## Final Thoughts

Employability skills and personal values are the critical tools and traits you need to succeed in the workplace – and they are all elements that you can learn, cultivate, develop, and maintain over your lifetime. Once you have identified the sought-after skills and values and assessed the degree to which you possess, them remember to document them and market them (in your resume, cover letter, and interview answers) for job-search success. ([HTTP://WWW.QUINTCAREERS.COM/JOB\\_SKILLS\\_VALUES.HTML](http://www.quintcareers.com/job_skills_values.html))

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<sup>3</sup> **Key:** 1. d. Honesty/Integrity/Morality, 2. c. Adaptability/Flexibility, 3. j. Dedication/Hard-Working/Work Ethic/Tenacity, 4. e. Dependability/Reliability/Responsibility, 5. a. Loyalty, 6. g. Positive Attitude Motivation/Energy/Passion, 7. h. Professionalism, 8. i. Self-Confidence), 9. f. Self-Motivated/Ability to Work With Little or No Supervision, 10. b. Willingness to Learn



## 5. JOB SECTORS

Job sectors are the different work types where people can find employment. Earlier we talked about **white collar** and **blue collar** jobs and even within these there are plenty of possibilities to choose from for job seekers. Obviously fulfilling many positions, applicants need appropriate educational background, but there are also many, which do not require any special qualifications.

### Brainstorm

- What are the main job sectors?
- In which job sector do your parents or friends work?
- In your understanding is it difficult to get to work from one job sector to another? Why do people change sometimes?
- What do you think, working in which job sector gives the biggest job security?
- Do you have a career plan?
- Which of the following would you prefer to do?
  - Work for a multinational company?
  - Work for yourself?
  - Work for a small company?
  - Work for different companies?

## Discussion

What are the benefits of working for small business? Read the information below and compare it with your ideas. What are the extra pieces of information?

- Employees are responsible for a variety of tasks which gives them a better possibility of realising their potential.
- Because of the small number of employees, they can deal with problems face to face.
- Employees get greater job satisfaction as they can actually see the result of their contribution to the company.
- Because of the relatively simple company structure, employees have more independence, they don't always have to wait for permission from a superior to perform a change.
- The atmosphere is friendlier, everybody knows everyone, there is more openness among people, closer communication and better working relationships. Employees feel a personal involvement in the business.

What are the benefits of working for multinational companies? Read the information below and compare it with your ideas. What are the extra pieces of information?

- Employees can become more specialised in their work.
- Because of the size of the company, they can easily change departments if they have problems with their colleagues.
- They are likely to get a slightly higher salary than they would in a small company.
- They enjoy a higher degree of job security as a large company is in a better position in an economic downturn or recession.
- Large companies often have subsidiaries abroad, so people may be able to go and work in a foreign country.
- People can be proud of working for a company with national or international reputation.

## Reading and discussion

Next you can read the most important characteristic features of types of business organisations. After you finished reading about one business type, summarize what you have read and tell it to your partner. Do this activity in turn.

<b>Type X Liability</b>	<b>People</b>	<b>Advantages</b>	<b>Disadvantages</b>
1. SOLE PROPRIETORSHIP X Unlimited	Sole trader (sole proprietor) = owner and manager, provides all the capital	<ul style="list-style-type: none"> <li>- Easy to form and organise,</li> <li>- no read tape or incidental expenses,</li> <li>- highly motivated,</li> <li>- freedom,</li> <li>- less capital necessary to start,</li> <li>- need not share profits,</li> <li>- personal contact.</li> </ul>	<ul style="list-style-type: none"> <li>- Unlimited liability,</li> <li>- limited financial resources, difficult to get loans,</li> <li>- no fringe benefits,</li> <li>- illness or absence of the owner is a problem,</li> <li>- have to provide all the capital,</li> <li>- no continuity.</li> </ul>
2. PARTNERSHIP General partnership a. Unlimited partnership X Unlimited  b. Limited partnership X At least one partner has unlimited.	Partners (2 or more) + secret/silent partner	<ul style="list-style-type: none"> <li>- Easy to form,</li> <li>- less limited financial resources more people provide capital,</li> <li>- shared expenses and management.</li> </ul>	<ul style="list-style-type: none"> <li>- Unlimited liability;</li> <li>- possible conflicts, disagreements between partners;</li> <li>- death or withdrawal of partners.</li> </ul>

Type X Liability	People	Advantages	Disadvantages
3. CORPORATIONS a. Private limited companies (Ltd) = shares are not sold on the Stock Exchange X Limited	From 2 to an unlimited number of shareholders and ownership is separated from management.	<ul style="list-style-type: none"> <li>- Legal entity;</li> <li>- easier to raise funds, more people provide capital;</li> <li>- greater continuity;</li> <li>- limited liability;</li> <li>- separated management and ownership.</li> </ul>	<ul style="list-style-type: none"> <li>- Limited capital because shares are not for public sale.</li> </ul>
b. Public limited companies (Plc) = shares are listed on the SE, advertised for public sale X Limited	From 2 to an unlimited number of shareholders and ownership is separated from management.	<ul style="list-style-type: none"> <li>- Limited liability,</li> <li>- legal entity,</li> <li>- economies of scale,</li> <li>- maximum continuity,</li> <li>- can raise large sums of capital,</li> <li>- can buy supplies in bulk and buy special equipment,</li> <li>- easier to borrow money.</li> </ul>	<ul style="list-style-type: none"> <li>- A lot of documentation and expense to form,</li> <li>- easy to take over,</li> <li>- can have too many rules,</li> <li>- annual accounts are open to public,</li> <li>- double taxation.</li> </ul>

**Table 2.:** Characteristic features of business organisations

## Reading

Read the article. What does the 'top 10 sectors' mean? Why exactly these ones are the top 10?

### **UK jobs: the top 10 sectors to be in**

Unemployment is set to climb for the rest of the year, but some areas will do better than others, according to Hays, the UK's biggest recruitment company. See below for the sectors where your job is safest, and where job hunters are most likely to strike gold. What do you think why these job sectors are the most successful ones?



1. **Health and social care:** Doctors, healthcare workers and social workers all have good job security because of "continued high demand and pressure on social services and healthcare," recruitment company Hays says. The sector grew for the twelfth month running in June, according to Labour Market Report.
2. **Education:** A "severe" shortage of math's, science and head teachers makes the sector a secure employer. Construction companies involved in the Building Schools for the Future programme are also getting a boost.
3. **Social housing:** A range of skills are in demand in the sector, from accountants to builders, as well as housing officers, as the Government's improvements to social housing continue.
4. **Risk and compliance:** "The days of deregulation are over," says Hays, with increased scrutiny of financial institutions at the top of the agenda.
5. **Internal audit:** Although some jobs have gone, internal auditors are still in demand as companies keep a close eye on how money is spent. The sector will also "top the list of desirables" when companies start hiring again, says Hays.
6. **Insurance:** Demand remains strong for senior staff, and for employees of all levels in underwriting, claims and business development.
7. **Credit control:** Qualified candidates are in demand as companies increasingly focus on late payments and non-payment of bills, to maintain strong cash flow.
8. **Purchasing:** Purchasing and procurement staff are in demand in the private and public sector, as the recession forces companies to try to improve their supply chain to protect margins.
9. **Energy :** The world still depends on oil and gas, and there is an increasing amount of work in the nuclear sector as Britain begins the process of building the next generation of power stations. The sector may also provide opportunities for people who have lost their job in the construction industry.
10. **IT:** There is demand for IT architecture experts, developers, business analysts and project managers. Companies are trying

to save money by speeding up access to data, sharing information and finding cheaper systems. (All data from Hays.) ([HTTP://WWW.TELEGRAPH.CO.UK/FINANCE/JOBS/5785538/UK-JOBS-THE-TOP-10-SECTORS-TO-BE-IN.HTML](http://www.telegraph.co.uk/finance/jobs/5785538/uk-jobs-the-top-10-sectors-to-be-in.html))

## Matching

Below is a huge list of employment sectors. Match the jobs with the sectors. The numbers after the job sector indicate the number of jobs that can correspond with the job sectors.

### Munkaszektorok

1. Accountancy & Finance Jobs (3): .....
- .....
2. Admin & Secretarial Jobs (2): .....
- .....
3. Banking Jobs (2): .....
- .....
4. Call & Contact Centre Jobs (2): .....
- .....
5. Construction and Property Jobs (2): .....
- .....
6. Education & Teaching Jobs (2): .....
- .....
7. Engineering Jobs (2): .....
- .....
8. Hospitality & Catering Jobs (2): .....
- .....
9. Human Resources Jobs (2): .....
- .....
10. I.T. Jobs (2): .....
- .....

11. Legal Jobs (2): .....

.....

12. Leisure & Tourism Jobs (2): .....

.....

**Jobs**

Systems Accountant, Internal Audit Manager, Administrator & Receptionist, Legal Secretary, Financial Applications Consultant, German/English Speaking Customer Service Agent, Danish Speaking eCommerce Customer Service Agent, Land Surveyor, Mechanical Supervisor, Design Technology Teacher, Lifeguard, Legal Secretary English Teacher, Senior Structural Engineer, Project Financial Controller Principal Graphics Hardware Architect, Plumber, Front Office Manager, Chef de Partie, Resourcer, HR Manager, HR Advisor, NET Developer, Mortgage Enquiry Consultant, Digital Analytics and Reporting Lead, Corporate Commercial Solicitor, Corporate Law Solicitor, Tour Guide<sup>4</sup>

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<sup>4</sup> **Key:** 1. Accountancy & Finance Jobs: Systems Accountant, Project Financial Controller, Internal Audit Manager; 2. Admin & Secretarial Jobs: Administrator & Receptionist, Legal Secretary; 3. Banking Jobs: Financial Applications Consultant, Mortgage Enquiry Consultant; 4. Call & Contact Centre Jobs: German/English Speaking Customer Service Agent, Danish Speaking eCommerce Customer Service Agent; 5. Construction and Property Jobs: Land Surveyor, Plumber, Mechanical Supervisor; 6. Education & Teaching Jobs: Design Technology Teacher, English Teacher; 7. Engineering Jobs: Senior Structural Engineer, Principal Graphics Hardware Architect; 8. Hospitality & Catering Jobs: Front Office Manager, Chef de Partie; 9. Human Resources Jobs: Resourcer, HR Manager, HR Advisor; 10. I.T. Jobs: NET Developer, Digital Analytics and Reporting Lead; 11. Legal Jobs: Corporate Commercial Solicitor, Corporate Law Solicitor; 12. Leisure & Tourism Jobs: Tour Guide, Lifeguard



## 6. JOB SEARCH

When someone wants to find a job, the Internet is the best way to look and apply for. There are plenty of websites, which collect and then offer jobs for job seekers.

If we do not find the job we are looking for, it is possible to register for the online job alert in many websites. This means that as soon as a job that we want appears on the website we get an automated email, informing us about the job possibility. Of course we have to give the job specification beforehand. The online job alerts save time and energy for the job seeker as it is not necessary to browse the net every single day for the job.

There are also agencies, which offer jobs. Many people think that it is the most comfortable way of finding a job abroad. The agencies are good for those people who do not speak the language of the country where they want to go to work. The agencies might offer jobs for them. The jobs they offer are usually hard physical work in a factory where they do not have to speak a lot. They arrange all the documents and even the travelling for the job seeker. Just in case it is better to be careful and ask someone, who speaks the language well, to help them understand the work contract before they sign it.

### **Brainstorm**

- If you were the one to make a website for job seekers what kind of job categories would you advertise?
- How would you help for your job seekers on your website? (What kind of information would you give them?)

- Should the visitors of your website pay for your help or you would help them for free?
- How would you contact the companies who have jobs to offer?
- What would you write in your automated job alert?

## Common methods of job hunting

- Finding a job through a friend or an extended business network, personal network, or online social network service.
- Using an employment website.
- Looking through the classifieds in newspapers.
- Using a private or public employment agency or recruiter.
- Looking on a company's web site for open jobs, typically in its applicant tracking system.
- Going to a job fair.
- Using professional guidance such as outplacement services that give training in writing a résumé, applying for jobs and how to be successful at interview.

## Reading

Read the text and fill in the missing words from the box below. What kind of interesting information did you get to know about the job market?

job hunters, strategies, market, unemployed, Networking, advertised, environment, relationships, job seekers, employees, internally, resource, advertised

When searching for a new job there are several common approaches that are typically used by ..... to find a position within a new company. Most of these approaches are passive and are very low odds of turning into a job at all. .... who unknowingly make the wrong kinds of effort in using effective

..... can end up adding months and or even years to the job search. Some of these jobs seekers even give up hope and drop out of the ..... completely. Fast job search strategies show you practical, proven and effective search strategies to help you win your next job as fast as possible. So whether you are currently working in a job or ..... these methods will not only help you to find a job fast, but more importantly help you find a job that's ideal for you.

..... is the number one way to find a new job. It's a matter of fact it's twice as effective as all other job search methods combined. Therefore networking should be an important element in finding a new job fast. What is networking? Networking is a process of developing professional and personal ..... and contexts in order to share information that maybe helpful to one of our parties.

Did you know that 60 to 80% of jobs are never ..... ? This is the hidden job market. And the only way to find out about these hidden jobs is through networking. This is why networking is so powerful. Networking allows you to go after the majority of jobs that exist without being at the hyper-competitive ..... such as Internet or newspaper ads.

It's important to understand that most jobs are simply in the managers' head somewhere. They are an idea. Any manager constantly be playing a game of chess with her ..... because she knows that Joe is going back to school, Susan is taking a new job, Julie has become a performance problem and Ben's getting promoted internally and all of these folks need to be replaced.

So when there is a hiring need for a company what does a smart manager do? Well, first they are looking ..... to see if anyone could be promoted to fill one of these positions. Next they ask employees for referrals of people they know who might be able to do the work.

- Mr Cheng. How are you today? Can you kindly tell me about a very skilled and professional friend of yours a couple of months ago? I'm just curious if he is still looking for a position?

Then they call Human Resources to see if there are any applicants that may have dropped off a resume that might be a fit.

– Can you connect me with Mr Jones at the Human Resources Department? Great, thanks.

If they have to they might hire a Recruitment Firm to place the position.

Lastly they post an ad in a paper or website or on an Internet job board. Posting a job is the last ..... for most managers because they quickly become buried with hundreds or even thousands of mostly poor quality resumes. Large companies can receive a thousand resumes for a single position. In a small 10% office could receive a couple of hundred resumes from a single job listing via a national Internet job board. In order to find a job fast you need to go after most of the jobs, which are not ..... and avoid depending on highly competitive posted positions. The best way to do this is through Networking.<sup>5</sup>

If you subscribe for an online job alert you will get emails whenever a new job is being advertised.

What kind of jobs are advertised? Do you know what people have to do in these positions? Choose one of them. Give reasons why exactly that job? Discuss with a partner your next step if you want to apply.

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<sup>5</sup> **Key:** job hunters, job seekers, strategies, market, unemployed, Networking, relationships, advertised, environment, employees, internally, resource, advertised



Welcome John, to this week's Job Alerts from Brighton & Hove City Council

You have asked us to send you details of new vacancies which match the following criteria:

You asked to receive all current jobs.

There are 6 new vacancies which match your criteria out of a total of 7 new vacancies being advertised by the Council this week. These vacancies are listed below in order of closing date with the earliest shown first.

To apply online for any of our jobs and to download job packs please go to [jobs.brighton-hove.gov.uk](http://jobs.brighton-hove.gov.uk)

<b>Job Title</b>	<b>Salary Min.</b>	<b>Salary Max.</b>	<b>Closing Date</b>	<b>Contract Type</b>
Social worker	£ 24,646	£ 28,636	2013. 12. 05.	Permanent, Full time
Domestic Assistant	£ 15,039	£ 15,444	2013. 12. 10.	Permanent, Part time
Children's Centre Receptionist	£ 15,725	£ 16,830	2013. 12. 08.	Temporary, Full time
Customer Services Manager	£ 32,800	£ 35,430	2013. 12. 11.	Permanent, Full Time
Driver	£ 13,589	£ 15,444	2013. 12. 08.	Permanent, Full Time
Telephone Enquiry Assistant	£ 15,725	£ 16,830	2013. 12. 07.	Temporary, Part Time

**Document 1.:** Online job alert (sample)

Source: JOB ALERTS FROM BRIGHTON & HOVE CITY COUNCIL



## 7. JOB APPLICATION: WRITING A CV AND A COVERING LETTER

If you want a job, you have to apply for it first. Together with the job application you are supposed to send your Curriculum Vitae or CV and the covering letter.

The expression **Curriculum Vitae** comes from Latin and it means life story. Obviously when you write your CV you don't have to write a novel about your life. When you apply for a job you write your professional CV, which contains those details about your life, which are important for the job. In this case you don't have to write about your primary schools, your brothers and sisters or your parents' occupation.

What is a covering letter and what is it for? It summarizes why you consider yourself suitable for the job. It is definitely not the repetition of the CV, but it is possible that you write about something in more detail you didn't have a chance to put into your CV, but you consider it important from the point of view of the job application. Don't forget to include why you would like and in what ways you are qualified to do the job.

### **Brainstorm**

- What kind of jobs are you interested in? Why?
- Where can you find a job advertisement?
- How can you apply for a job?
- What kind of documents do you have to fill in?

- What if you find a job, which does not pay so well, but this is your 'dream job' and another one, which is boring, but pays very well. Which one would you choose? Why?
- Do you think that there is a big competition at the job market? If yes, what do you think the criteria are the employers might select from the candidates?
- What is a CV and what does it summarize?
- Why is it important to pay a special attention to writing the CV?
- What is a covering (or cover) letter? What are its most important points?

## Job application forms

If you want to apply for a job you usually have to fill in an application form, prepared by the company or firm, where you have to give certain details about yourself. What do you think they ask for? Write your answers on the lines below: .....

.....

.....

.....

Job title:	Job reference:	
PERSONAL DETAILS		
Surname:	First name(s):	
Telephone numbers:	Home:	Mobile:
Email address:		
Present employment:		
Position:	Salary:	
Notice required:	Date of leaving:	
Reasons for leaving:		

**EMPLOYMENT HISTORY**

Please list all employers starting with the most recent but excluding your current employer. This list should normally cover at least the last 10 years where relevant. You may enclose a CV if you wish, to cover the information required in this section.

Dates		Employer Details (nature of business & address)	Position and salary	Reasons for leaving
from	to			

**EDUCATION & QUALIFICATIONS**

Please list most recent qualifications first. You may attach a CV if you wish to cover the information required in this section.

Dates		Name of School, College, University etc.	Subjects studied & grades obtained year
from	to		

**OTHER QUALIFICATIONS & TRAINING**

Please include vocational and skills training courses, seminars etc. Please also include details of membership to any professional or trade bodies.

Education/Training Establishment	Description and any qualifications achieved	Member- ship of profes- sional/ trade body	Year

<b>REFEREES</b> Please supply two references, one of whom should normally be your present or most recent employer. The other should also normally be a previous employer unless you have no previous employment, in which case a character reference will be needed, although this should not be a family member or friend. All offers of employment are subject to receipt of two satisfactory references. References may be taken up prior to interview unless you indicate otherwise in the tick boxes below..	
Name:	Name:
Company:	Company:
Address:	Address:
Tel no:	Tel no:
Fax no:	Fax no:
Email:	Email:
Position:	Position:
Relationship	Relationship:
May we approach this referee prior to interview?      YES      NO	May we approach this referee prior to interview?      YES      NO

**Document 2.:** Application form

## Vocabulary development – CV or resumé

Read the article and fill in the gaps with the missing words. Then discuss its content with a partner. Then summarise the main points of the text about how to write a CV and discuss them with a partner.

job-related, unexciting, gain, modify, demonstrate, job seekers, incompetent, targeting, tedious, potential, uninspired, qualifications, curriculum vitae

Does your résumé do your justice?

Some people know it by the name ..... (CV). Others call it a résumé. You all know what it is, whatever you call it:

an outline of your personal and .....details that you often send when you apply for a job. Most CVs and résumés are terrible! They lose more jobs than they .....! There are faults in 85–90% of them.

Where do most résumés go wrong? How can you avoid the typical mistakes that many .....make?

Don't use the same résumé for every job for which you apply. .... it every time you use it so it fits the particular job. Unfortunately, job seekers can seem ..... when they rush to apply for jobs without ..... their résumés to the jobs for which they are applying. Most applicants show that they have given no thought whatsoever to whether they are giving information in their résumés that is suited to the job or even to the firm.

Another fault with many résumés is that they are dull and ..... . There is a saying, "If they snooze, you lose. If they sleep, you weep." It is very true when you are applying for a job. If your résumé is ..... to read, you will probably not be appointed!

Résumés become lifeless when you fill them with ..... descriptions of jobs you have done or uninteresting detail about yourself, your interests, your experience, your ..... . An easy way to reduce dullness in a résumé is to read it aloud to 2-3 friends. If they are bored by what you have written, there is a strong chance that your ..... employer will find it equally uninteresting. Revise the résumé until it holds your friends' attention all the way through.

Unless the information you have received about the job tells you not to do so, send a letter with your résumé. (A letter of this kind is usually called a cover letter or a covering letter.) The covering letter can ..... to the employer your interest in and knowledge of the company, and draw attention to additional information that does not fit easily into a résumé. ([HTTP://WWW.LCCI.ORG.UK/](http://www.lcci.org.uk/))

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<sup>6</sup> **Key:** curriculum vitae, job-related, gain, job seekers, modify, incompetent, targeting, unexciting, tedious, uninspired, qualifications, potential, demonstrate,

# The Europass CV

In the European Union the Europass CVs are commonly acceptable. There are some rules for writing the CV and some techniques, which make the CV more effective when applying for a job.

If you want to study or work in Europe, it's easier when you give a clear picture of yourself. No matter what background you have, the Europass CV and language passport will make your skills and qualifications easily understood. Just fill up your education and training, your work experience whatever it might be, your personal skills, organisational, social, in fact anything really and of course your language competence.



## **Europass Curriculum Vitae**

### **Personal information**

First name(s) / Surname(s)

Address(es)

Telephone(s)

Fax(es)

E-mail

Nationality

Date of birth

Gender

### **Desired employment / Occupational field**

Insert photograph

First name(s) / Surname(s)

House number, street name, postcode, city,  
country

Mobile



### **Work experience**

Dates

Add separate entries for each relevant post occupied, starting from the most recent.

Occupation or position held

Main activities and responsibilities

Name and address of employer

Type of business or sector

### **Education and training**

Dates

Add separate entries for each relevant course you have completed, starting from the most recent.

Title of qualification awarded

Principal subjects/occupational skills covered

Name and type of organisation providing education and training

Level in national or international classification

### **Personal skills and competences**

Mother tongue(s)

Specify mother tongue (if relevant add other mother tongue(s), see instructions)

Other language(s)

Self-assessment

European level (\*)

Language

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	

(\*) Common European Framework of Reference for Languages

Social skills and competences	
Organisational skills and competences	
Technical skills and competences	
Computer skills and competences	
Artistic skills and competences	
Other skills and competences	
Driving licence	
<b>Additional information</b>	
<b>Annexes</b>	List any items attached.

**Document 3.:** Europass CV (sample)

Source: [HTTP://EUROPASS.HU/PAGES/CONTENT/INDEX.PHP?PAGE\\_ID=1203](http://EUROPASS.HU/PAGES/CONTENT/INDEX.PHP?PAGE_ID=1203)

# Cover(ing) letter

Look at the rules of how to write a covering letter. Do not forget about its business letter format. Read and answer the questions after the letter.

	Your address Do not mention your name here
Address of the employer With name of the representative	
	Today's date
Dear Mr/Mrs XY	
<b>Paragraph one:</b> State the reason for the letter, name the position or the type of work you are applying for and identify the source where it was advertised.	
<b>Paragraph two:</b> Indicate why you are interested in the position, above all, state what you can do for the employer. If you are a recent graduate explain how your academic background makes you a qualified candidate for the position. If you have practical work experience, point out specific achievements or unique qualifications. Try not to repeat the same information the reader will find in the CV. Refer the reader to the enclosed CV or application, which summarises your qualifications, training and experience. The purpose of this section is to strengthen your CV by providing details which bring your experiences to life.	
<b>Paragraph three:</b> Request a personal interview and indicate your flexibility as to the time and place. End the letter by thanking the employer for taking time to consider your credentials.	
Yours sincerely XY	
encl: application form and CV	

**Document 4.:** Covering letter (sample)



## 8. EQUALITY AND DISCRIMINATION

People are different. First of all they are divided into two basic groups, males and females. They can be young or elderly, they might have different skin colour, or belong to a different race or a religious group. They can be disabled or they might have different sexual orientation. This does not mean that these people cannot be good doctors, nurses, engineers or secretaries. Equal opportunity means non-discrimination. It is important for everyone to be treated equally and respectfully.

### Brainstorm

- Why is it an important issue to know about equal opportunities?
- What special areas of 'otherness' do you think might be the most important issue when applying for a job?
- Can you mention some examples for discrimination during the course of history?
- Have you heard about movements, fights of minority groups who wanted to get equal rights? Did you hear about their success or failure?
- Do you think that now the people all around the world are considered to be equal? Can you mention some examples for and against?
- What is your opinion about the traditional view that the husband's role is to earn the bread and the wife's role is to look after the family and home?
- We often hear about the dilemma of women's two roles – being a wife and mother as well as having a full-time job.
- What new future roles would you suggest for both men and women to solve the dilemma?

# Vocabulary development

What do the following words mean? Explain.<sup>7</sup>

discrimination, ethnicity, dignity, respect, racism, marital status, religion, gender, dismissal, diversity, stereotype, prejudice, labelling

<sup>7</sup> **Key:**

**Discrimination:** The act of prejudice against a person because they have a certain set of characteristics. Discriminated characteristics can include disability, age, gender reassignment, religion, race, sex and sexual orientation. Discrimination can take many forms but in many countries around the world there are laws prohibiting any form of discrimination.

**Ethnicity:** Relating to or characteristic of a human group having racial, religious, linguistic, and certain other traits in common.

**Dignity:** Is a person's right to be treated like a human being. When we talk about human dignity, we mean human rights. If people are treated with dignity, they usually have the right to make...

**Respect:** It means valuing each other's points of views. It means being open to being wrong. It means accepting people as they are. It means not dumping on someone because you're having a bad day. It means being polite and kind always, because being kind to people is not negotiable. It means not disusing people because they're different to you. It means not gossiping about people or spreading lies.

**Racism:** Racism is when someone is discriminated against (singled out) because of their race, the colour of their skin, their nationality, their accent or first language, or their ethnic or national origin. Racism is a hate crime, and is illegal.

**Marital status:** It refers to the status, which indicates whether the person is married or not. Unmarried people can be single, divorced, widowed, unmarried partners, civil partners, separated etc.

**Religion:** An organised system of beliefs, ceremonies, practices and worship that centre on one supreme God or the Deity.

**Gender:** Gender is a range of physical, mental, and behavioural characteristics distinguishing between masculinity and femininity.

**Dismissal:** Send away, fire, sack from a workplace.

**Diversity:** The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual. ([HTTP://GLADSTONE.UOREGON.EDU/~ASUOMCA/DIVERSITYINIT/DEFINITION.HTML](http://GLADSTONE.UOREGON.EDU/~ASUOMCA/DIVERSITYINIT/DEFINITION.HTML))

**Stereotype:** Belief or idea of what a particular type of person or thing is like. Stereotypes are often unfair or untrue. (LONGMAN CONTEMPORARY ENGLISH, DICTIONARY. LONGMAN, 2003)

**Prejudice:** An unreasonable dislike and distrust of people who are different from you in some way, especially because of their race, sex, religion etc. (LONGMAN CONTEMPORARY ENGLISH, DICTIONARY. LONGMAN, 2003)

**Labelling:** It is to describe someone or something, but often unfairly or incorrectly. Labelling people refers to a form of prejudice and discrimination where a person allocates names to people on the basis of nationality, religion, ethnicity, gender, or some other group. Labelling of people represents a way of differentiating and identifying people.

## Discussion

- Can men and women do the same jobs? Or are there some jobs, in your opinion, that men do better than women, or some that women do better than men?
- Try to explain why so many girls still choose to work in traditional women's jobs within, for example, nursing, teaching, office work, hair dressing, although the unemployment figures are high. Use your personal knowledge and experience as background material.
- We often hear about the dilemma of women's two roles – being a wife and mother as well as having a full-time job. What new future roles would you suggest for both men and women to solve the dilemma?

## National stereotypes

Read the text below and discuss the points raised. What do you think the stereotypes are of your nationality?

... there is always a danger that we begin to generalise about people ... and form negative opinions of them. For example, the supporters of a rival football team, members of another religion, or people of another nationality. National stereotypes is an extension of this, but also affected by historical factors. For example, other nationalities will probably regard the British as one social group and attribute certain characteristics to us: very polite, badly dressed, eat a very poor diet, drink too much, etc. But within the British Isles (where there has been great political rivalry over the centuries) there exist even more regional stereotypes such as the arrogant Englishman, the mean Scotsman and the stupid Irishman. Of course, it is not just in Britain where these kinds of stereotypes exist; almost every country has a near neighbour whose inhabitants have become the butt of many bad jokes. Thankfully we now realise that this kind of generalisation about national identities is at best simplistic at worst offensive. Apparently innate national characteristics, the argument goes, are an illusion, a fairground mirror which shows observers

nothing but distorted images of their own desires, fears and pre-conceptions. One joke which plays on national stereotypes is this definition of Heaven and Hell: Heaven is where the police are British, the cooks are French, the mechanics are German, the lovers are Italian and it is all organised by the Swiss. Hell is where the police are German, the cooks are English, the mechanics are French, the lovers are Swiss, and it is all organised by the Italians. Few people would find this offensive because it highlights positive characteristics as well as negative ones. (HELLYER, M.: EVERYDAY ENGLISH. SILVER HAMMER PUBLICATIONS, 2007)

## The Universal Declaration of Human Rights

Read some of the articles of the Universal Declaration of Human Rights. Discuss its highlighted articles with a partner. Summarise: why human rights are important?

'Equal opportunities' definitely originate from Human Rights. 'These rights and freedoms – based on core principles like dignity, equality and respect – inspired a range of international and regional human rights treaties. For example, they formed the basis for the European Convention on Human Rights in 1950. The European Convention protects the human rights of people in countries that belong to the Council of Europe.' ([HTTP://WWW.EQUALITYHUMAN-RIGHTS.COM/HUMAN-RIGHTS/WHAT-ARE-HUMAN-RIGHTS/](http://www.equalityhuman-rights.com/human-rights/what-are-human-rights/))

In the following you can read a selection about the most important articles of the Universal Declaration of Human Rights, which was written in 1948. Millions of people had perished in the Second World War, many countries were still deeply divided by racism and military oppression. So then 48 countries of the United Nations got together and decided enough was enough. So they all set down and wrote 30 articles, that's 30 rights and freedoms which belong to all of us.

- **Article 1**, we're all born free! We have our own thoughts and ideas, and we should all be treated the same way.
- **Article 9** says nobody has the right to put us in prison without good reason. To keep us there or to send us away from our country.



- **Article 15**, we all have the right to belong to a country .
- **Article 18** says we all have the right to believe in whatever we like. To have a religion and to change it if we wish.
- **Article 19**, we all have the right to make up our own minds. To think what we like and to share our ideas with other people.
- And **Article 30** says that nobody can take these rights and freedoms away from us. They belong to everybody.

These rights and freedoms - based on core principles like dignity, equality and respect – inspired a range of international and regional human rights treaties. For example, they formed the basis for the European Convention on Human Rights in 1950. The European Convention protects the human rights of people in countries that belong to the Council of Europe.

Human rights are based on core principles like dignity, fairness, equality, respect and autonomy. They are relevant to your day-to-day life and protect your freedom to control your own life, effectively take part in decisions made by public authorities which impact upon your rights and get fair and equal services from public authorities. ([HTTP://WWW.EQUALITYHUMANRIGHTS.COM/HUMAN-RIGHTS/WHAT-ARE-HUMAN-RIGHTS/](http://www.equalityhumanrights.com/human-rights/what-are-human-rights/))

## Read and discuss

Read and discuss with a partner the meaning of each paragraph in the next text and then explain the meaning of the highlighted words.

When you apply for a job, your application package should always contain the Equal opportunities section, which might look like this.

### **Equal opportunities**

The company recognises that equality of opportunity and the recognition and promotion of diversity are integral to its strengths. The following principles apply in respect of the company’s commitment to equality and diversity:

- To provide and promote equality of opportunity in all areas of its work and activity;
- To recognise and develop the diversity of skills and talent within its current and potential community;
- To ensure that all company members and prospective members are treated solely on the basis of their **merits, abilities** and **potential** without receiving any unjustified discrimination or **unfavourable treatment** on grounds such as age, disability, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trans status, socio-economic status or any other irrelevant distinction;
- To provide and promote a positive working, learning, and social environment which is free from **prejudice**, discrimination and any forms of **harassment, bullying** or **victimisation**.
- To promote good relations between individuals from different groups.

### **Applicants with disabilities**

The company is keen to increase the number of disabled people it employs. We therefore encourage applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application please contact the Human Resources Advisor responsible for the administration of the post.

Thank you for your interest. (from the KINGS' COLLEGE LONDON APPLICATION PACKAGE, 2012. [HTTP://WWW.KCL.AC.UK/DEPSTA/PERTRA/VACANCY/EXTERNAL/PERS\\_DETAIL.PHP?JOBINDEX=11795](http://www.kcl.ac.uk/depsta/pertra/vacancy/external/pers_detail.php?jobindex=11795))

## 9. THE JOB INTERVIEW

The job interview is a very stressful first meeting with your potential employer. It's stressful because a lot can depend on how the job interview goes. If it goes well, you will have a job, you can make money and you will have a better life. If it doesn't go well, it means that you still have to practice your job interview skills, but the time for your money making is definitely delayed.

### **Brainstorm**

- Why is it important to interview candidates before accepting them to work? (List a few reasons.)
- Think of three different jobs that you would like to apply for. Suppose you were invited. Would you prepare for all the job interviews in the same or in a different way? What are the differences?
- How would you dress for the interview?
- How would you feel at the interview?
- What do you think what kind of questions will be asked from you?
- Do you think that you can also ask questions at the interview? If yes, what kind of questions? What impression do you make on the interviewer if you don't ask questions at all?
- What do you think what impression do you make in the interviewer if you don't look at him/her? Why?
- What do you think what impression do you make on the interviewer if you scold your previous employer?

- What would you do if you couldn't get to the interview on time because of an unexpected road accident?
- How much before the job interview should you arrive?

The job interview is a necessary, but not a very pleasant process for selecting the most suitable candidate for a job. Sometimes hundreds of people apply for one job, so being shortlisted is already half a success. At the job interview the employer will be trying to find out what sort of person you are and if you will be suitable for the job and if you will get on well with the other workers. If you have been shortlisted for an interview you get an email, a letter or a telephone call from the employer. Your task at the interview is to convince the interviewers that you are person they have been seeking.

## Discussion 1.

How to prepare for a job interview? There are plenty of things to keep in mind when preparing. Discuss your ideas with a partner.

Tick if you talked about the same ideas. Complete the list with the one(s), not listed here.

- Research the company before the job interview ✓
- Prepare for the interview
- Practice the interview questions and answers with a friend.
- Dress professionally
- .....
- .....

## Discussion 2.

Look at the picture below. It summarises the differences between formal and casual job interview attire. Compare the two styles. What kind of job interview do you think would require the formal and the casual attire? Discuss with a partner how women should dress for a job interview? What kind of information do you think the way we dress tells the interviewer about us?

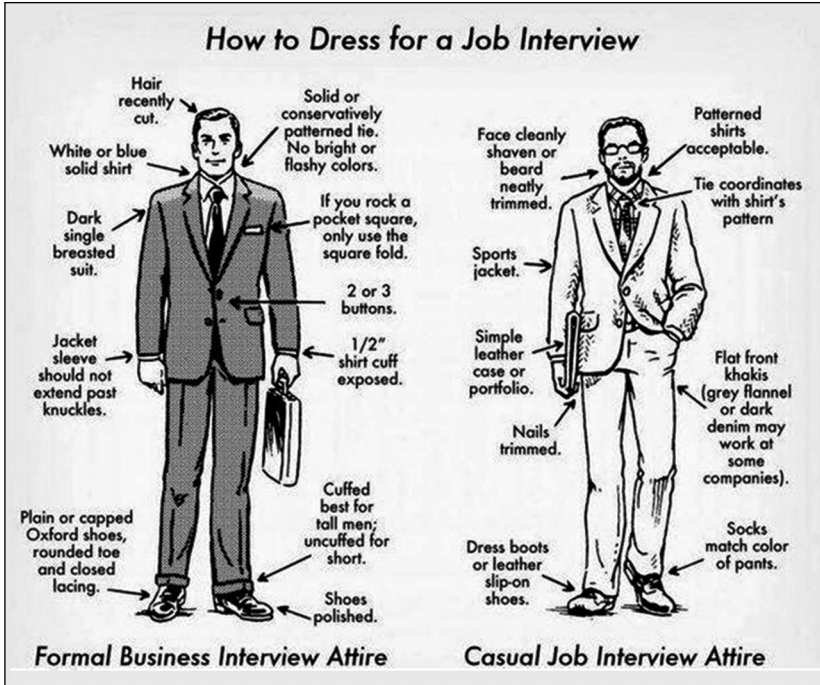


Figure 2.

Source: [HTTPS://WWW.FACEBOOK.COM/ENGLISHIF?REF=TS&FREF=TS](https://www.facebook.com/ENGLISHIF?REF=TS&FREF=TS)

## Preparation for the interview

Imagine that you work for a company at the Human Resources Department and your task is to interview the new candidates for a job. Think about general questions you would ask from the interviewees:

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Compare your questions with the ones below. Then act out a job interview with a partner by using your questions and the ones given here.

It is advised to summarize what you are going to talk about early in your presentation and then repeating your points throughout. "It is not unusual for people to say 'What a wonderful speech,' and then five minutes later can't remember what it was about." "If they remember two ideas from a job interview, that is scoring high. Repetition is really important, because they might miss it the first time. Keep going back to the main point."

It helps if you think of a particular job when you answer the questions.

- Tell me about yourself.
- What are your strength?
- What are your weaknesses?
- Why do you want this job?
- Where would you like to be in your career five years from now?
- What's your ideal company?
- What attracted you to this company?
- Why should we hire you?
- What did you like least about your last job?
- When were you most satisfied in your job?
- What can you do for us that other candidates can't?
- What were the responsibilities you your last position?
- Why are you leaving your present job?
- What do you know about this industry?
- What do you know about our company?
- Are you willing to relocate?
- Do you have any questions for me?

### **How to answer some tricky questions?**

- What are your strength?
- What are your weaknesses?
- Have you got any questions

Concentrating and talking about your strength will help you focus during the interview and will make it easier to remember you. You can even talk about your strength before the interviewers ask this question from you. Try to determine the ways to bring up these during the interview.

Identifying your strengths and matching them to the job is an important step in preparing for your interview.

You can talk about good communication and interpersonal skills, and the ability to interface with a diverse group of people and levels. If these are your areas of strength, focus on letting the interviewer know that you have the ability and experience to interface well with many different groups. Give examples, too.

It is important that you make the interviewing panel to remember the important points you have made. By concentrating on a handful of strengths, you will find that you are more focused and succinct about telling what you have to offer. ([HTTP://CAREER-ADVICE.MONSTER.COM/JOB-INTERVIEW/INTERVIEW-QUESTIONS/100-POTENTIAL-INTERVIEW-QUESTIONS/ARTICLE.ASPX](http://CAREER-ADVICE.MONSTER.COM/JOB-INTERVIEW/INTERVIEW-QUESTIONS/100-POTENTIAL-INTERVIEW-QUESTIONS/ARTICLE.ASPX))

## **Assessing your strength**

Assess your skills, and you will identify your strengths. This is an exercise worth doing before any interview. Make a list of your skills, dividing them into three categories:

- **Knowledge-Based Skills:** Acquired from education and experience (e.g., computer skills, languages, degrees, training and technical ability).
- **Transferable Skills:** Your portable skills that you take from job to job (e.g., communication and people skills, analytical problem solving and planning skills)
- **Personal Traits:** Your unique qualities (e.g., dependable, flexible, friendly, hard working, expressive, formal, punctual and being a team player).

## **Identifying key strength needed to do a job**

Read the description of the following job and identify the key strength needed to do the job.

## **Job Description**

Accounting Manager Position Features:

- Great Benefits,
- Fun Working Environment,
- Stable Company,
- Great Pay up to \$74K.

Immediate need for \$68-\$74k Accounting Manager. 5-10 years experience, Bachelors degree preferred and desire to learn will be keys to success in this growing, well-known organization. Will be responsible for recording business transactions, booking & reconcile monthly sales, travel arrangements as needed for owner, payroll and preparing statements for Manufacturing company. Great benefits. Apply for this great position as an Accounting Manager today! We are an equal employment opportunity employer.

- What will it take to perform this task?
- What kind of person is this company looking for?
- What does it mean that this company is an equal opportunity employer?
- Does the company looking for a newly graduated person or someone who has got some experience?
- It is said in the article that they offer great benefits for the new employee. What do you think might be these benefits?
- What kind of information have you got about the company?

## **Assessing Weaknesses**

Everyone has weaknesses, but who wants to admit to them, especially in an interview?

The best way to handle this question is to minimize the trait and emphasize the positive. Select a trait and come up with a solution to overcome your weakness. Stay away from personal qualities and concentrate more on professional traits. For example: "I pride myself on being a 'big-picture' guy. I have to admit I sometimes miss small details, but I always make sure I have someone who is detail-oriented on my team."



## Why should we hire you?

This is a question that you have to prepare before the interview, otherwise the result of the interview might be wrong. This question is about selling yourself in the interview. What do you think about these answers?

- "Because I need and want a job."
- "I'm a hard worker and really want to work for this company. (The majority of people think of themselves as hard workers, though.)"
- "Because I'm a good fit for the position."
- "I have what it takes to solve problems and do the job."

The more detail you give, the better your answer will be. This is not a time to talk about what you want. Rather, it is a time to summarize your accomplishments and relate what makes you unique.

## What are the questions that should never be asked from the candidate at a job interview?

Write down a few of your ideas.

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## Have you got any questions?

NO is an absolutely wrong answer and also a missed opportunity to find out information about the company. It is important for you to ask questions, not just any questions, but those relating to the job, the company and the industry.

Compare the answers, which were given to this question. What do you think?

- a. I was wondering about benefits, and when they would become effective. Also, what is the yearly vacation allowance?
- b. No, I think you just about covered everything I wanted to know. I'm sure I'll have more questions if I get the job.
- c. "Yes, I have. From what you've been asking during the interview, it sounds like you have a problem with customer retention. Can you tell me a little more about the current situation and what the first challenges would be for the new person?"<sup>8</sup>

## Reading

The first job interview. What went wrong? First put the sentences into the correct order. Why didn't the young man get the job? How many mistakes has he made? How should have he behaved? Correct his mistakes.

- a. I reached the bus stop at the same time as the bus; there was a woman already waiting in the rain.
- b. As I was running to the bus stop, I saw my bus coming down the road.
- c. The bus was already full, and the conductor shouted: "room for one more only."
- d. I had no time for a shower or breakfast – I just splashed some water on my face and cleaned my teeth.
- e. As it pulled away the woman glared at me.
- f. Needless to say I didn't get the job.

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<sup>8</sup> **Key:**

- a. Wrong response. It is too early to ask about benefits. Questions like these can be interpreted as self-centered and a sign of your lack of interest in the job.
- b. This is a very passive response that doesn't demonstrate interest or imagination. Once you get the job – if you get it – may be too late to ask questions.
- c. This answer shows interest in what the problem is and how you could be the possible solution. It is also an opportunity to get a sense of what will be expected.

- g. I got to the office on time and they told me to wait in the interview room. They said that the interviewer would be there shortly.
- h. When I was about twenty-two I applied for an office job in London. The morning of the interview my alarm didn't go off and I overslept.
- i. When I finally woke up I jumped out of bed and pulled my clothes on as quickly as I could.
- j. Imagine my surprise when the door opened and the interviewer walked in - it was the woman from the bus stop.
- k. I knew that if I didn't catch this one I'd be late for my interview, so I ran straight past the woman and jumped on the bus. I reached the bus stop at the same time as the bus; there was a woman already waiting in the rain. (HELLYER, M.: EVERYDAY ENGLISH. SILVER HAMMER PUBLICATIONS, 2007)

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<sup>9</sup> **Key:** h, i, d, b, a, c, k, e, g, j, f



## 10. WORK CONTRACT

Work contracts are important written documents between an employer and an employee. They are legally binding agreements between two or more contracting parties. They contain the details of the duties and responsibilities of both parties. They have to sign this document, which means that they both agreed to accept the terms and conditions of the contract.

### Brainstorm

- What kind of problems might happen to the employees if they start working without a contract? List at least two and explain.
- According to you what kind of details should a contract of employment contain?
- Why is it important to read and understand even the small letter writing of a contract of employment?
- What can happen to those employees, who do not speak and understand the language of a country where they want to work, but sign the contract without reading it?

### Facts to know about the work contract

1. Once you've signed it, the law assumes that you've read and that you understand it. Make sure you read the contract before you sign it. If you don't understand it, don't sign it. Ask for legal advice first.

2. Watch out for "attached hereto and incorporated by reference herein". It's not enough to read the contract itself. Also read the employee or personnel handbook.
3. What does the company own? "Shop rights" and "work for hire" clauses. 'Shop right' refers to your employers' ownership and/or right to patent anything you create, develop, or conceive while you are their employee.
4. Choice of forum clauses.
5. 'Choice of law' clauses.
6. A contract can bind you after you leave, too: non-disclosure agreement.
7. "Work for hire" is a comparable provision that refers to copyright as opposed to patent protection.
8. Bound and gagged, can't (continued) covenants not to compete.
9. Remember: the time to negotiate before you've signed the contract. ([HTTP://WWW.SLIDESHARE.NET/IFOUNDRY/9-THINGS-TO-KNOW-ABOUT-AN-EMPLOYMENT-CONTRACT-PRESENTATION](http://www.slideshare.net/ifoundry/9-things-to-know-about-an-employment-contract-presentation))

## Reading

Read the details from the following sample contract very carefully.

What are the most important points? Why are they important to mention? Discuss with a partner.

### PRINCIPLE STATEMENT OF TERMS AND CONDITIONS

I am pleased to confirm your appointment as "Post title" with <Company>. This document outlines the Terms and Conditions which apply to your contract and other information which is relevant to your employment.

1. The commencement date of this contract is "xx/xx/xxxx". (It will terminate on "xx/xx/xxxx" (for fixed term contracts only)
2. Your date of commencement of continuous service with <Company> or its subsidiaries is "xx/xx/xxxx".
3. Your base will be "Base", however the Company reserves the right, with appropriate consultation with you, to change your base should the needs of the Company require this.
4. Your working hours will be "Hours" per week. The Company may require you to vary the pattern of your working hours if required on a temporary or permanent basis should the needs of the post require this. Overtime payments are made in line with the Company Remuneration Policy.

5. You will be subject to the terms and conditions as agreed and amended from time to time by the Company as outlined in its policies, procedures, handbooks and other relevant documents.
6. The pay grade for this post is "Grade" and the current salary scale is £"Scale1". This will be reviewed annually. You are also eligible for individual/team performance bonuses as outlined in the Company Remuneration Policy.
7. If the Company makes an overpayment to you to which you are not entitled, or is more than that to which you are entitled, you agree to allow the Company to recover the overpayment by deductions from your salary or other payments due to you. Any deductions will normally be made over the same period that the overpayment was made. It is in your interests to regularly check your pay slips.
8. In addition to your salary you will receive the following allowance: "Type of allowance" of £XXX per annum.
9. You will be paid "weekly/fortnightly/monthly" on "description of pay date – e.g. last working day of the month" in arrears to a bank account of your choice.
10. The Company leave year runs from the 1<sup>st</sup> of April to the 31<sup>st</sup> of March. You are entitled to "number of leave days – needs to be a minimum of 28 days for someone working a 5 day week and pro rata for part-timers" inclusive of statutory/local holidays as agreed annually by the Company. Arrangements for payment of holiday pay are as follows ..... .
11. You are obliged to give the Company "Notice" weeks notice to terminate your contract of employment. The Company is obliged to give you the statutory minimum amount of notice before terminating your contract.
12. This post is subject to the completion of a 6 month probationary period. At the end of this period if your performance is of a satisfactory standard your appointment will be made permanent. During this period, one weeks notice may be given by either party to terminate this contract.
13. You will automatically be enrolled in the Company Pension Scheme (details are available from the HR Department/Head Office), however you may also choose to opt out of this. Should you opt to take out a Personal Pension Plan then this is a private matter between yourself and the financial institution concerned, and does not involve the Company in any way.
14. You are expected to comply with the Company dress code, your line manager will explain the details of this, and provide you with any relevant company policy on this.
15. Should the need for disciplinary action be deemed necessary, this will be taken in accordance with the Company Policy and Procedure on Disciplinary Action. You have a right of appeal against this as outlined in the Procedure.
16. If you have a grievance in relation to your employment, then you should follow the procedure outlined in the Company Grievance Policy and Procedure. You should initially discuss any grievance with your immediate superior.
17. You are required to report any sickness absence as soon as is practicably possible to your immediate superior, and provide certification of sickness in line with Company policy.

18. Smoking in Company premises is prohibited (except in those external areas specifically designated for that purpose). Breach of this regulation may result in disciplinary action being taken.
19. In the course of your employment you may have access to confidential material both in paper and electronic form. On no account should this information be divulged to any unauthorised person. Breaches of confidentiality will be dealt with through the Company Policy and Procedure on Disciplinary Action.
20. The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.
21. It is a condition of your employment that the Company is satisfied on your medical fitness to carry out your duties. This appointment is conditional on a satisfactory Occupational Health Service / Company Doctor assessment. Should it be deemed necessary during the course of your employment, you may be required to attend for a medical examination from the Company Doctor/ Occupational Health Service.
22. Your employment with the Company may be dependant upon the possession of particular qualifications or registration with a statutory Body or other Authority; evidence of this must be produced on request. Failure to produce such evidence may lead to the termination of your employment.
23. Access to all Handbooks, policies and procedures etc. is available through your line manager or the HR Department / Company Head Office, and copies can be provided on request.

If you are in agreement with the above terms and conditions please sign both copies of this statement, retain one and return the other to me.

**FORM OF ACCEPTANCE: I accept this appointment on the terms and conditions stated above, and agree to the following:**

**RESTRICTIVE COVENANT**

On leaving the company, I agree not to undertake provision of the same services/products as supplied by the Company either from my own business, or the employment of a competitor to the Company, for a period of two years, unless this is specifically agreed by the Company. The Company will only enforce that which is reasonable to protect it's business.

**Document 5.:** Contract [sample]

Source: [HTTP://WWW.HUMAN-RESOURCE-SOLUTIONS.CO.UK/HR-POLICY-PAGES/EMPLOYMENT-CONTRACT/EMPLOYMENT-CONTRACT.HTM](http://www.human-resource-solutions.co.uk/HR-POLICY-PAGES/EMPLOYMENT-CONTRACT/EMPLOYMENT-CONTRACT.HTM)



## Make sentences

Make real sentences from the scrambled words. They are from an employment contract. Capital letters are not always indicated. It is your task to find out which word the sentence begins with. Write the sentences on the lines below.

1. may be to offer able seasonal work beyond the we end of additional your contract

.....

2. payment cheque bank will be by or transfer

.....

3. any due to ill opportunity health must be day absence reported at the earliest on the in question

.....

4. you entitled will not be to any for bank holidays or public unless holidays you are actually required payment to work then

.....

5. under the each Health and Safety of Work Act, has a legal for their individual own of others welfare responsibility and for the health and safety

.....

6. each individual during engagement, you will be subject to our standards of conduct and rules

.....

7. responsible for high you standards of are work and personal maintaining behaviour and conduct

.....

8. you agree to the above if conditions date accept and have and accepted the read job, please description sign and both copies

.....

9. I read and have the conditions understand relating to work

.....<sup>10</sup>

## Vocabulary development

Which type of dismissal may have occurred in the following situations? Choose from the terms in the box below. Write the correct term on the line below. There are more terms than you need to use.

dismissal, made redundant, resigns, variation of contract, grievance procedures, commencement, giving notice, unfair dismissal, restrictive covenant

1. I've looked through the contract and it seems satisfactory in relation to 1. the period of warning that the contract is going to end.

.....

.....

---

<sup>10</sup> **Key:**

1. We may be able to offer additional work beyond the end of your seasonal contract.
2. Payment will be by bank transfer or cheque.
3. Any absence due to ill health must be reported at the earliest opportunity on the day in question.
4. You will not be entitled to any payment for bank holidays or public holidays unless you are actually required to work then.
5. Under the Health and Safety of Work Act, each individual has a legal responsibility for their own welfare and for the health and safety of others.
6. During each individual engagement, you will be subject to our standards of conduct and rules.
7. You are responsible for maintaining high standards of work and personal behaviour and conduct.
8. If you agree to accept the above conditions and have read and accepted the job description, please sign and date both copies.
9. I have read and understand the conditions relating to work.

2. However, I think you should look for some adjustment on the 2. clause preventing you working in the same field for three years after you've left the company.

.....

.....

3. Other than that, the terms relating to being 3. let go by the company if it fails and 4. being removed from the job, within the related 5. procedure of making complaint and 6. changes being made to your work, are quite straightforward.

.....

.....

<sup>11</sup>

(BROWN, G. D. – RICE, S. : PROFESSIONAL ENGLISH IN USE. LAW. CUP, 2007. 89.)

## Types of dismissals

When the employers break the rules of the contract they might be dismissed. There are different types of dismissals like: summary dismissal, unfair dismissal and constructive dismissal.

- **Summary dismissal** might happen when the employee's behaviour is unacceptable. For example they steal from the employer.
- **Unfair dismissal** might happen where the employer has not followed a fair dismissal and disciplinary procedure before terminating the contract.
- **Constructive dismissal** might happen when the employee resigns because of the conduct of the employer.

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<sup>11</sup> **Key:** 1. giving notice, 2. restrictive covenant, 3. made redundant, 4. dismissal, 5. grievance procedure, 6. variation of contract

## Deciding

Read these examples and decide which type of dismissal may have occurred in these situations?

1. An employee decides to leave his job because he is moved, without consultation to a new position in the company which he regards as a reduction in his role.

.....

2. An employee is forced to leave his job as he has arrived at his workplace under the influence of drugs.

.....

3. An employer has not gone through the appropriate procedures before forcing an employee to leave his job.

.....

(BROWN, G. D. – RICE, S. : PROFESSIONAL ENGLISH IN USE. LAW. CUP, 2007. 89.)

## 11. SALARIES, WAGES AND BENEFITS

Payment is the financial compensation people get for their work. Payment can be represented as a salary or wage. The two words are very close in meaning, there is just a slight difference between them. Salary is usually the fixed monthly payment. In this case the number of hours you work does not matter as you will always be paid the same amount of money at the end of the month. If people are paid by the hours they work, they get a wage. The amount of payment they get at the end of the week or month, depend on the number of hours they have worked. People are paid for free time, physical power, knowledge or skills that they use when they work. Payment if the salary or a wage people get for their work.

Benefits are (non-cash) extras beyond the salaries or wages. What do you think what can be given to the workers as a benefit?

### **Brainstorm**

- Do you think that you can start working without knowing how much will you make monthly?
- Why is it important to get information about the net salary (also known as: take home pay) or wage, too before you start working?
- What do you think what kind of deductions are there from any kind of wage or salary?
- What does a minimum wage mean? How much is it in your country? How much is it in the UK and some other countries?
- Why do we pay taxes?
- Why do we pay Health Insurance?

## Expressions in connection with salaries, wages and benefits

Read them and then explain all the expressions individually with your own words.

- **Perk:** An incidental benefit awarded for certain types of employment.
- **Benefit:** Financial assistance in time of need, something given or paid in addition to what is usual or expected.
- **Tax bracket:** The rate at which an individual is taxed. Tax brackets are set based on income levels; individuals with lower income levels are taxed at a lower rate than individuals with higher income levels. Tax brackets serve as cut-off points for given income tax rates; therefore, if an individual's annual taxable income exceeds the cut-off point, that person is taxed according to the next tax bracket.
- **Basic salary:** Usually refers to the pay received without taking into account any additional benefits or bonuses. It also refers to the amount of pay before taking any deductions such as tax off.
- **Bonus:** Additional compensation given to an employee above his/her normal wage. A bonus can be used as a reward for achieving specific goals set by the company, or for dedication to the company.
- **Dividend:** An unexpected gain, benefit, or advantage.
- **Fringe benefit:** A collection of various benefits provided by an employer, which are exempt from taxation as long as certain conditions are met. Any employee who receives taxable fringe benefits will have to include the fair market value of the benefit in their taxable income for the year, which will be subject to tax withholdings, and social security benefits payments.
- **Compensation:** A state-sponsored system that pays monetary benefits to workers who become injured or disabled in the course of their employment. Sick pay may qualify as workers' compensation under certain conditions. Workers' compensation should not be confused with disability insurance or unemployment income; it only pays workers who are injured on the job, while disability insurance pays out regardless of when or where the insured is injured or disabled.

- **Payslip:** A slip of paper included with a person's salary payment, that records how much money the person has earned and how much tax or insurance etc. has been taken out.
- **Severance package:** A bundle of pay and benefits offered to an employee upon being laid off from a company. The receipt of a severance package is contingent upon signing a severance agreement. The amount of money received is usually based on the length of employment prior to termination, and may include payment for unused vacation and sick days, and unreimbursed business expenses. Other continued benefits that may be offered or negotiated include life insurance, disability insurance and the use of company property, such as a laptop, cell phone, personal digital assistant (PDA) or vehicle. Companies may also offer outplacement assistance, to help the former employee find a new job. ([HTTP://WWW.INVESTOPEDIA.COM/TERMS/W/WORKERS-COMPENSATION.ASP](http://www.investopedia.com/terms/w/workers-compensation.asp))

## Answer the questions 1.

- Why is it important to regularly check bank statements and payslips?
- What do you have to do if overcharged tax is deducted from your salary?
- What kind of data is listed under the personal information?
- What is a tax code and what is a National Insurance number? In what way are they similar and different from one another?
- What might happen if you have the wrong tax code?
- What kind of deductions are from the gross salary or wage?
- What is a net pay?

## Vocabulary development

The difference between salaries and wages Read these sentences and fill in the missing words.

security, how, fixed, salary, gross, contracted, expected, annual, hour, earnings, rate, beyond, agreed, payslip, tax bracket, less, casual

Both words refer to a person's pay or ..... . The difference between the two lies in ..... a person is paid.

Some people have ..... work contracts and are paid a fixed amount each year, however many hours they work. We call this kind of pay, .....

Imagine you have a fixed contract and are ..... to work a minimum number of hours every week. Your ..... salary will be paid to you each month at a twelfth of the total amount agreed each year.

It does not matter how many hours you work ..... your contracted hours – you will still be paid the same ..... salary.

Or you might be paid by the ..... . You have an agreed hourly ..... of pay. You may or may not have a fixed contract obliging you to work a minimum number of hours a week.

If you work more hours than ....., you will be paid more money for the extra hours that you work.

Wages are always paid to people who do ..... work or are on short-term contracts.

Whether you are paid a wage or receive a salary, you will get a ..... at the end of the month, or each week if you are paid weekly.

The payslip gives details of your ..... pay, the total amount you earned, and your ..... pay after deductions. Deductions include income tax and social ..... contributions.

Depending on your ..... bracket, which depends on the level of your earnings, your net pay can be substantially ..... than your gross pay. ([HTTP://WWW.YOUTUBE.COM/WATCH?V=\\_PSoILOt130](http://www.youtube.com/watch?v=_PSoILOt130))<sup>12</sup>

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<sup>12</sup> **Key:** earnings, how, fixed, salary, expected, contracted, beyond, annual, hour, rate, agreed, casual, payslip, gross, security, tax bracket, less



## Answer the questions 2.

When people are paid, sometimes it is difficult for them to understand what is written on their payslips. Answer the questions.

EMPLOYER		EMPLOYEE			DATE	
RQZ Limited		2	Mr. John Oliver		28/08/2011	
DEPARTMENT		N.I. NUMBER & TABLE	TAX CODE	PAY METHOD	PERIOD	
0		NP607882C	747L	BACS	M 5	
YEAR TO DATE		RATE	HOURS	PAY	DEDUCTIONS	
Total Pay	35000.00	7000.00	1.00	Salary 7000.00	PAYE Tax 1967.47 National Insurance 421.76	
Taxable Pay	35000.00					
Tax	9836.53					
Tax Credit						
N.I. Employee	2108.80					
N.I. Employer	4423.55					
N.I. Pay	17700.00					
SSP						
SMP						
Pension Employee						
Pension Employer	0.00					
[T=Taxable, N=Notable, B=Both]						
		<b>HOURS</b>	1.00	<b>TAXABLE PAY</b>	7000.00	
				<b>DEDUCTIONS</b>	2389.23	
				<b>NON-TAXABLE PAY</b>	3116.30	
		<b>EMPLOYERS N.I.</b>	884.71	<b>TOTAL PAY</b>	7000.00	
					<b>NET PAY</b>	4610.77

**Figure 3.:** Payslip (sample)

Source: [HTTP://WWW.PAYSLIPS60.CO.UK/POPUPage.aspx?OUTSIDE=IRISSecurityPayslipLarge.JPG&INSIDE=IRISpayslipLarge.JPG&VIEW=IN&ITEM=Payslip](http://www.payslips60.co.uk/PopupPage.aspx?OUTSIDE=IRISSecurityPayslipLarge.JPG&INSIDE=IRISpayslipLarge.JPG&VIEW=IN&ITEM=Payslip)

- Why is it important to regularly check bank statements and payslips?
- What do you have to do if overcharged tax is deducted from your salary?
- What kind of data is listed under the personal information?
- What is a tax code and what is a National Insurance number? In what way are they similar and different from one another?
- What might happen if you have the wrong tax code?
- What kind of deductions are from the gross salary or wage?
- What is a net pay?

## Reading and discussion

Read an extract from a work contract about the compensation of a civil engineer and answer the question.

What do you know about this job? Would you like to apply based on the salary and benefits? Discuss with a partner.

This is a medium term project which is contracted to be completed in September 2013. All participants will be encouraged to stay for the duration of the contract but participants and the company reserve the right to terminate employment after completion of one year's service. There are indications that this contract may be extended beyond this date, but as yet no definite commitment to extension has been made by the Government.

All participants on the project will be given a car for company and personal use, a laptop computer and hand phone with a usage allowance. Free medical health insurance and housing allowance to cover the rent of local accommodation. All will be given air fares to come to Malaysia and a return airfare on termination of employment with the project. In addition we will provide a single airfare for the spouse and a return airfare for the spouse if the civil engineer completes the full project.

All will be expected to pay local income tax which for long term contracts such as this work out at around 12% of income. Salaries will be allocated as follows:

From RM 7,000 to RM 9,000 depending upon qualifications and experience.

As this is the final year of this particular contract we are guaranteeing that all employees completing the contract in September 2013 will receive a minimum bonus of 10% of their 2013 salary.

### Answer the questions

- How much is the salary?
- What kind of benefits are given?
- How much tax do the employees have to pay?
- How much bonus will the civil engineer get?

## 12. PROBLEMS AT WORK

A workplace might be a potentially hazardous place. According to experts more threats recognised to workers nowadays than decades ago. The range of diseases and accidents are expanding and the scope of detected diseases is growing. These include musculoskeletal injuries, stress-induced or caused by the dangerous diseases that were not previously known, Today 1 200–1 400 cancer mortality directly connected with jobs, for example people have to work with hazardous chemicals.

A workplace hazard is anything that has the potential to cause harm to a person. Hazards can take the form of items, such as machinery to a person's work environment, such as working at heights or a slippery floor.

Hazards in the workplace should be identified and the risk of the hazard causing an injury should be assessed. Reducing the risk of the hazard causing injury is an important step towards maintaining workplace safety.

### **Brainstorm**

- What other kind of problems, apart from the health risk, might happen at a workplace. Discuss the cases you have heard about with a partner.
- How do you think these problems can be avoided?
- Even an office can be a hazardous workplace. Think of any kind of problems can happen there. Discuss with a partner.
- Problems with the employer can be a serious issue. How would you treat these problems? Would you ask for help from a colleague?

- What might happen if your colleagues are bullying you? Who can you ask for help? Do you think that it is easy to get help? What can be the consequences of bullying? Why some people bully the others?
- Look at the pictures. What kind of problems do they refer to?



Figure 4.

Source: [HTTP://GRIANAN-CONSULTING.CO.UK/?PAGE\\_ID=19](http://grianan-consulting.co.uk/?PAGE_ID=19)

## Problems with the employer

- **Disciplinary issues**, where your employer has concerns about your conduct, your absence from work or the way in which you are doing your job, they are likely to start a disciplinary procedure which could lead to disciplinary action (including potentially dismissal in more serious cases).

- **Grievances** are concerns, problems or complaints that you raise with your employer. They cover, for example, concerns you have about your job, your terms and conditions, your contractual or statutory rights, or the way you are being treated at work.

You should always try to resolve grievance and disciplinary issues in the workplace if at all possible. It can also sometimes help to use an independent third party to help you resolve the problem. If you cannot resolve your problem in the workplace, you may have a right to make an employment tribunal claim. Remember that in most cases you must make a claim to an employment tribunal within three months of the date when the matter you are complaining about happened. If your claim is received after this time limit, the tribunal will not usually accept it.

## Vocabulary development

How to solve problems? Explain the meaning of the following words.

grievance, concern, resolve, authority, initial meeting, reasonable time, statutory right, trade union, appeal against

## Solving problems

At early stages of the problem you have a possibility to talk about the problem with your managers, to write down the problem and meet them.

### **Talk about it.**

Often the best way to raise a grievance with your employer is to have an informal meeting with your immediate manager to explain your concerns. You may find it helpful to suggest to your employer what you would like them to do to resolve the problem. If you do not feel you can talk to your immediate manager, you could speak to someone else in the organisation with a position of authority.

## **Write down the problem**

You should write to your employer with details of your grievance. Your letter should be dated and you should keep a copy. If you have not done so already, you may find it helpful to tell your employer how you would like them to resolve the problem.

## **Meeting**

Your employer should arrange an initial meeting at a reasonable time and place to discuss your grievance. You have a statutory right to ask someone to accompany you to the meeting – either a colleague from work or a trade union representative. Your employer should give you the opportunity to explain your grievance and any suggestions you may have for resolving it. After the meeting, your employer should write to you to tell you what they have decided. If you do not agree with your employer's decision, you should write to your employer to say that you are appealing against the employer's decision and explaining why you do not agree with it. Your employer should arrange a further meeting to discuss your appeal and where it is possible, a different and more senior manager should deal with this appeal.

# **Discrimination**

## **What is discrimination?**

It is against the law to treat someone less favourably than someone else because of a personal characteristic, e.g. religion or age. There are different kinds of discrimination.

## **Exercise**

What do you think these are?<sup>13</sup>

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<sup>13</sup> **Key:** age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or having a child, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation, disability

# Workplace bullying

How workplace bullying can affect targeted persons?

## What is workplace bullying?

Bullying is usually seen as acts or verbal comments that could 'mentally' hurt or isolate a person in the workplace. Sometimes, bullying can involve negative physical contact as well. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression.

## What are examples of bullying?

While bullying is a form of aggression, the actions can be both obvious and subtle. It is important to note that the following is not a checklist, nor does it mention all forms of bullying. This list is included as a way of showing some of the ways bullying may happen in a workplace. Also remember that bullying is usually considered to be a pattern of behaviour where one or more incidents will help show that bullying is taking place.

### Examples include:

- Spreading malicious rumours, gossip, or innuendo that is not true;
- excluding or isolating someone socially;
- intimidating a person;
- undermining or deliberately impeding a person's work;
- physically abusing or threatening abuse;
- removing areas of responsibilities without cause;
- constantly changing work guidelines;
- establishing impossible deadlines that will set up the individual to fail;
- withholding necessary information or purposefully giving the wrong information;
- making jokes that are 'obviously offensive' by spoken word or e-mail;

- intruding on a person’s privacy by pestering, spying or stalking;
- assigning unreasonable duties or workload which are unfavourable to one person (in a way that creates unnecessary pressure);
- underwork: creating a feeling of uselessness;
- yelling or using profanity;
- criticising a person persistently or constantly;
- belittling a person’s opinions;
- unwarranted (or undeserved) punishment;
- blocking applications for training, leave or promotion;
- tampering with a person’s personal belongings or work equipment.

It is sometimes hard to know if bullying is happening at the workplace. Many studies acknowledge that there is a “fine line” between strong management and bullying. Comments that are objective and are intended to provide constructive feedback are not usually considered bullying, but rather are intended to assist the employee with their work.

How can bullying affect an individual? Think of some effects. Write them on the lines below:

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14

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<sup>14</sup> **Key:** shock, anger, feelings of frustration and/or helplessness, increased sense of vulnerability, loss of confidence, physical symptoms such as: inability to sleep, loss of appetite; psychosomatic symptoms such as: stomach pains, headaches, panic or anxiety, especially about going to work, family tension and stress, inability to concentrate, and low morale and productivity



How can bullying affect the workplace? Before checking the answers try to think and collect a few ideas and write them on the spaces provided.

.....  
.....  
.....  
.....  
.....

**Bullying affects the overall "health" of an organization. An "unhealthy" workplace can have many effects. In general these include:**

- increased absenteeism,
- increased turnover,
- increased stress,
- increased costs for employee assistance programs (EAPs), recruitment, etc.,
- increased risk for accidents/incidents,
- decreased productivity and motivation,
- decreased morale,
- reduced corporate image and customer confidence, and
- poorer customer service.

What can you do if you think you are being bullied? Discuss with a partner and write a few ideas on the lines below.

.....  
.....  
.....  
.....  
.....

Compare your answers with the ones here. If you feel that you are being bullied, discriminated against, victimized or subjected to any form of harassment:

- **Firmly** tell the person that his or her behaviour is not acceptable and ask them to stop. You can ask a supervisor or union member to be with you when you approach the person.
- **Keep a factual journal** or diary of daily events. Record:
  - the date, time and what happened in as much detail as possible;
  - the names of witnesses;
  - the outcome of the event.

Remember, it is not just the character of the incidents, but the number, frequency, and especially the pattern that can reveal the bullying or harassment.

- **Keep** copies of any letters, memos, e-mails, faxes, etc., received from the person.
- **Report** the harassment to the person identified in your workplace policy, your supervisor, or a delegated manager. If your concerns are minimized, proceed to the next level of management.
- **Do not retaliate.** You may end up looking like the perpetrator and will most certainly cause confusion for those responsible for evaluating and responding to the situation.

What can an employer do? Imagine that you are an employer. Write down your ideas on the lines provided below:

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The most important component of any workplace prevention program is management commitment. Management commitment is best communicated in a written policy. Since bullying is a form of

violence in the workplace, employers may wish to write a comprehensive policy that covers a range of incidents (from bullying and harassment to physical violence).

**A workplace violence prevention program must:**

- Be developed by management and employee representatives;
- apply to management, employee's, clients, independent contractors and anyone who has a relationship with your company;
- define what you mean by workplace bullying (or harassment or violence) in precise, concrete language;
- provide clear examples of unacceptable behaviour and working conditions;
- state in clear terms your organization's view toward workplace bullying and its commitment to the prevention of workplace bullying;
- precisely state the consequences of making threats or committing acts;
- outline the process by which preventive measures will be developed;
- encourage reporting of all incidents of bullying or other forms of workplace violence;
- outline the confidential process by which employees can report incidents and to whom;
- assure no reprisals will be made against reporting employees;
- outline the procedures for investigating and resolving complaints;
- describe how information about potential risks of bullying/ violence will be communicated to employees;
- make a commitment to provide support services to victims;
- offer a confidential Employee Assistance Program (EAP) to allow employees with personal problems to seek help;
- make a commitment to fulfil the prevention training needs of different levels of personnel within the organization;
- make a commitment to monitor and regularly review the policy;
- state applicable regulatory requirements, where possible.

What would be some of your general tips for the workplace?  
Discuss with a partner and write your answers on the lines below.

.....

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Compare your answers with the ones below.

- Encourage everyone at the workplace to act towards others in a respectful and professional manner.
- Have a workplace policy in place that includes a reporting system.
- Educate everyone that bullying is a serious matter.
- Try to work out solutions before the situation gets serious or "out of control".
- Educate everyone about what is considered bullying, and whom they can go to for help.
- Treat all complaints seriously, and deal with complaints promptly and confidentially.
- Train supervisors and managers in how to deal with complaints and potential situations. Encourage them to address situations promptly whether or not a formal complaint has been filed.
- Have an impartial third party help with the resolution, if necessary.
- DO NOT IGNORE any potential problems.
- DO NOT DELAY resolution. Act as soon as possible. ([HTTP://WWW.CCOHS.CA/OSHANSWERS/PSYCHOSOCIAL/BULLYING.HTML](http://www.ccohs.ca/oshanswers/psychosocial/bullying.html))

## 13. TESTS

### Unit 2.: Work

What kind of job roles and types do you know?

What do you mean by job satisfaction? How much do you think, job satisfaction is important when people work? What are the factors that can motivate employees to work better?

What is full employment?

What are some of the reasons for unemployment?

What government policies can reduce unemployment?

### Unit 3.: Training for a job

Introduce the Hungarian Education System.

Talk about your own education.

Why is it important for a person to have specialization in a particular field of profession?

Why education has an important role in a person's life?

Why an individual's education should be important for the country?

### Unit 4.: Employability skills

What are the employability skills? List a few.

What do you think can be the learnt skills?

What kind of inborn features might also be important to find a job?

What kind of similar or different employability skills are needed for a plumber, a shop assistant, a fireman, a nurse, a chef, a hair-dresser, a vet, a secretary and a company manager?

## **Unit 5.: Job sectors**

What are the main job sectors?

In which job sector do your parents or friends work?

In your understanding is it difficult to get to work from one job sector to another? Why do people change sometimes?

What do you think, working in which job sector gives the biggest job security?

Do you have a career plan?

Which of the following would you prefer to do?

- Work for a multinational company?
- Work for yourself?
- Work for a small company?
- Work for different companies?

## **Unit 6.: Job search**

If you were the one to make a website for job seekers what kind of job categories would you advertise?

How would you help for your job seekers on your website? (What kind of information would you give them?)

Should the visitors of your website pay for your help or you would help them for free?

How would you contact the companies who have jobs to offer?

What would you write in your automated job alert?

## **Unit 7.: Job application: writing a CV and a covering letter**

What kind of jobs are you interested in? Why?

Where can you find a job advertisement?

How can you apply for a job?

What kind of documents do you have to fill in?

What if you find a job, which does not pay so well, but this is your 'dream job' and another one, which is boring, but pays very well.

Which one would you choose? Why?

Do you think that there is a big competition at the job market? If yes, what do you think the criteria are the employers might select from the candidates?

What is a CV and what does it summarize?

Why is it important to pay a special attention to writing the CV?

What is a covering (or cover) letter? What are its most important points?

### **Unit 8.: Equality and discrimination**

Why is it an important issue to know about equal opportunities?

What special areas of 'otherness' do you think might be the most important issue when applying for a job?

Can you mention some examples for discrimination during the course of history?

Have you heard about movements, fights of minority groups who wanted to get equal rights? Did you hear about their success or failure?

Do you think that now the people all around the world are considered to be equal? Can you mention some examples for and against?

What is your opinion about the traditional view that the husband's role is to earn the bread and the wife's role is to look after the family and home?

We often hear about the dilemma of women's two roles – being a wife and mother as well as having a full-time job.

What new future roles would you suggest for both men and women to solve the dilemma?

### **Unit 9.: The job interview**

Why is it important to interview candidates before accepting them to work? (List a few reasons.)

Think of three different jobs that you would like to apply for. Suppose you were invited. Would you prepare for all the job interviews in the same or in a different way? What are the differences?

How would you dress for the interview?

How would you feel at the interview?

What do you think what kind of questions will be asked from you?

Do you think that you can also ask questions at the interview? If yes, what kind of questions? What impression do you make on the interviewer if you don't ask questions at all?

What do you think what impression do you make in the interviewer if you don't look at him/her? Why?

What do you think what impression do you make on the interviewer if you scold your previous employer?

What would you do if you couldn't get to the interview on time because of an unexpected road accident?

How much before the job interview should you arrive?

### **Unit 10.: Work contract**

What kind of problems might happen to the employees if they start working without a contract? List at least two and explain.

According to you what kind of details should a contract of employment contain?

Why is it important to read and understand even the small letter writing of a contract of employment?

What can happen to those employees, who do not speak and understand the language of a country where they want to work, but sign the contract without reading it?

### **Unit 11.: Salaries, wages and benefits**

Why is it important to get information about the net salary (also known as: take home pay) or wage, too before you start working?

What do you think what kind of deductions are there from any kind of wage or salary?

What does a minimum wage mean? How much is it in your country? How much is it in the UK and some other countries?

Why do we pay taxes?

Why do we pay Health Insurance?



## **Unit 12.: Problems at work**

What other kind of problems, apart from the health risk, might happen at a workplace. Discuss the cases you have heard about with a partner.

How do you think these problems can be avoided?

Even an office can be a hazardous workplace. Think of any kind of problems can happen there. Discuss with a partner.

Problems with the employer can be a serious issue. How would you treat these problems? Would you ask for help from a colleague?

What might happen if your colleagues are bullying you? Who can you ask for help? Do you think that it is easy to get help? What can be the consequences of bullying? Why some people bully the others?



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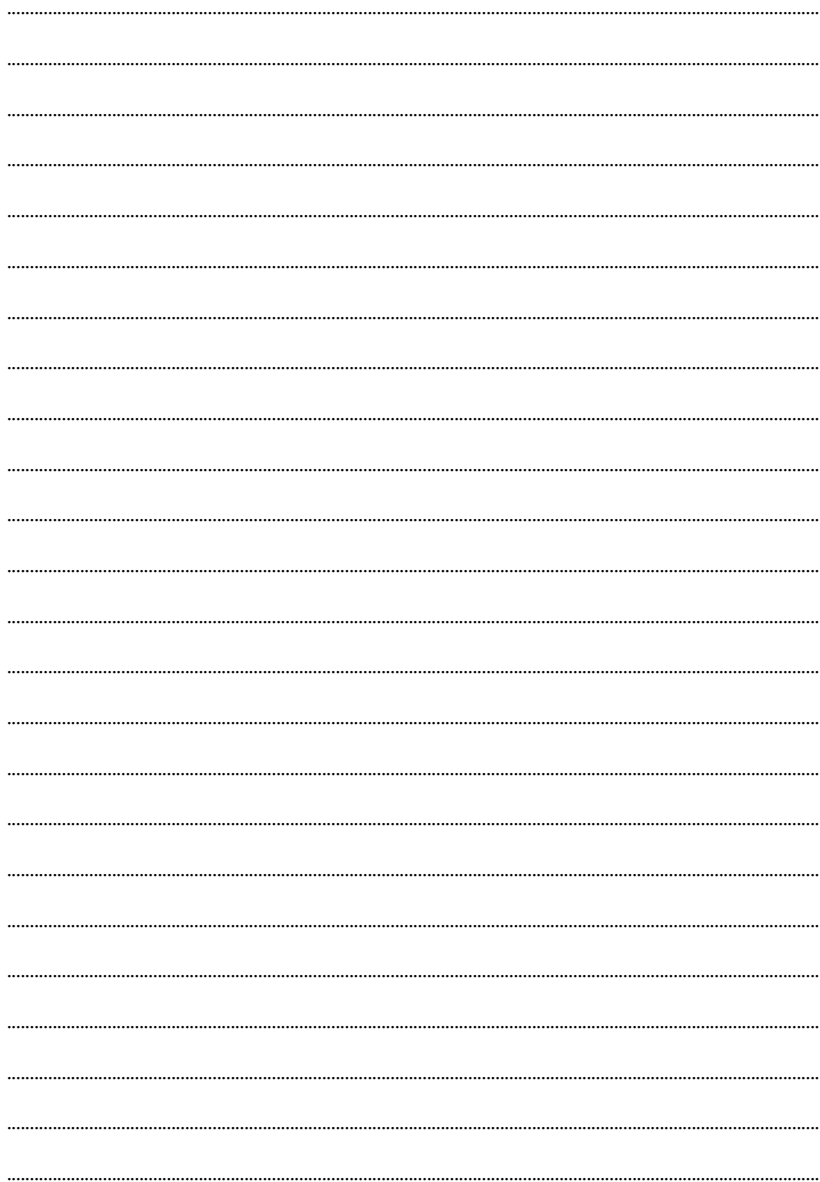
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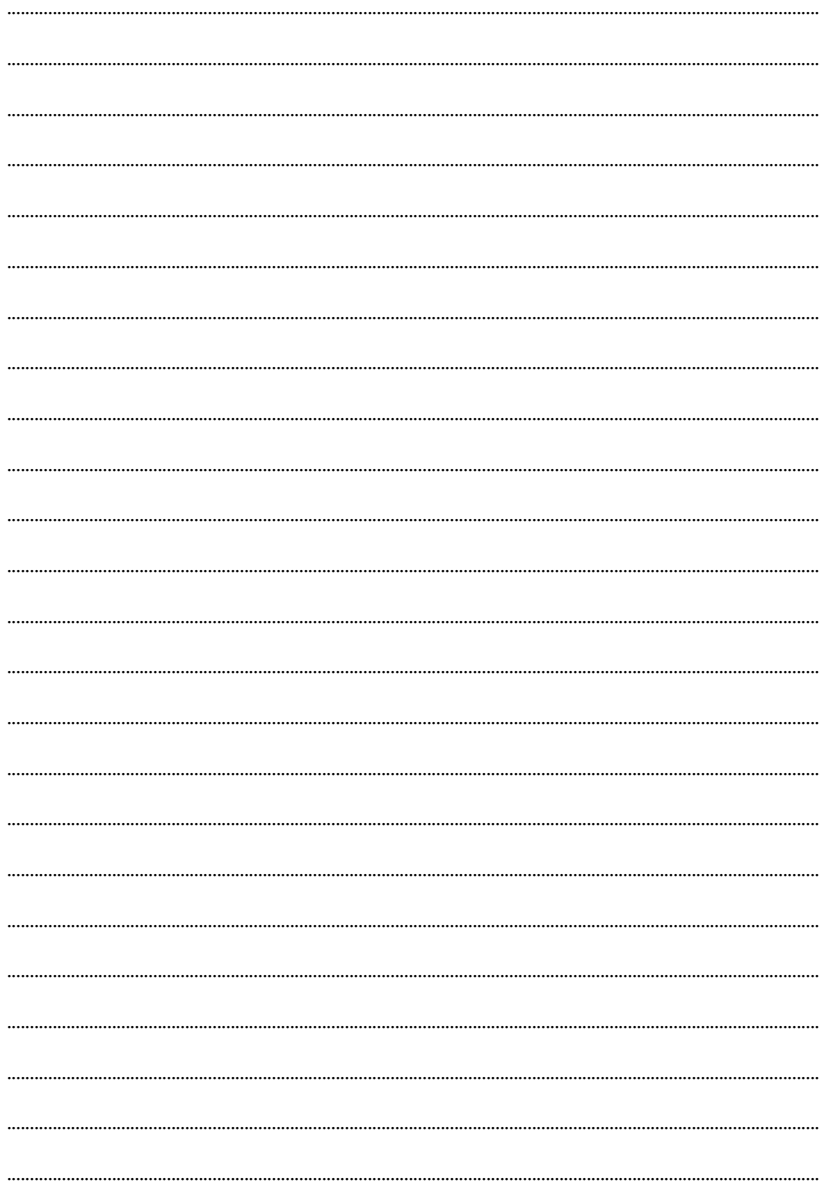
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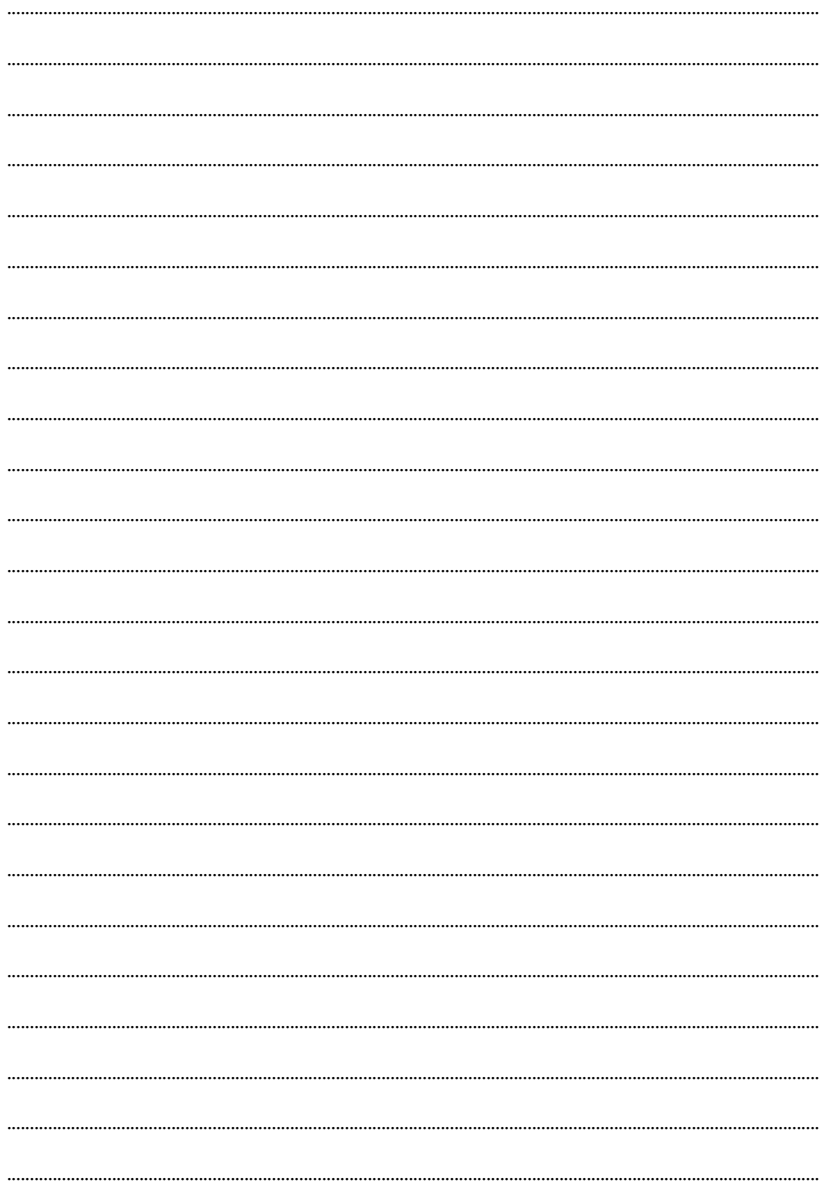
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