

Office Problems



This week...

Jack has just been put in charge of a new department. He's asking Mark about dealing with common problems in the office.

Lesson Objectives...

- Dealing with problems
- Confronting issues

Business English Conversation

Advanced Class



How do you deal with office politics?

Picture Description

What problem is keeping them so late in the office?



Jack	Good to see you, Mark. Could I ask you for some advice?
Mark	No problem, Jack. I'm always happy to help.
Jack	Thank you. The boss put me in charge of my own department. What do you know about dealing with day-to-day office problems?
Mark	First, stay above office politics. Resolve disagreements between members of your team. Establish trust, and they will come to you for advice.
Jack	That's so useful. What are some other problems that may occur?
Mark	Be on your toes for technical problems. If the equipment malfunctions or the network goes down, stay calm.
Jack	In other words , I should lead by example, right?
Mark	Exactly. Keep your cool and most problems solve themselves.

Be on your toes for
health and safety
violations.



1. The boss put me in charge of
2. What do you know about?
3. Be on your toes for
4. In other words,

Role Play – Office Problems

Student A has been put in charge of a new office. He/she is asking **Student B** for some advice on how to handle problems that arise.



Student A: Ask **Student B** for some advice dealing with office **Problems**.
Student B: Give **Student A** some tips and discuss management strategies.

Key Phrases

- My boss put me in charge of
- What would you do if?
- What do you know about?
- In other words,
- Be on your toes for
- Keep your cool and
- If I were you,
- *Other*

Problems

- the Internet goes down
- software crashes
- equipment malfunctions
- staff have a disagreement
- a team member continually arrives late for work
- someone bullies their colleagues
- *other*

Agree or Disagree



1. The manager should be entirely responsible for office problems.
2. Technical problems are the biggest issue in offices.
3. Staff should resolve their own problems.

- ❑ How should managers deal with staff disagreements?
- ❑ How can a manager help staff deal with technical issues?
- ❑ How should workplace bullies be dealt with?

- advice - *I appreciate your **advice**.*
- bully - *Don't **bully** your teammates.*
- cool - *Be sure you keep **cool** when it's stressful.*
- crash - *The software has **crashed** again.*
- disagreement - *We're having a bit of a **disagreement**.*
- resolve - *Make sure to **resolve** disagreements.*
- violation - *Watch out for rule **violations**.*