

# 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**

**Basic Class**

## Warm Up – Topic Question



What are some common office problems?

# Picture Description

What problem is keeping them so late in the office?



B



A

\*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

\*Create simple sentences using the vocabulary

1. advice
2. resolve
3. calm
4. solve

It's best to stay **calm** when trying to **solve** problems.



1. **The boss put me in charge of** the new product launch.
2. **How should I deal with** an argument between colleagues?
3. **Be ready to** deal with the unexpected.
4. **So, I need to** be prepared at all times.

- Words
- Phrases

<b>Jack</b>	Hello, Mark. Could I ask you for some <b>advice</b> ?
<b>Mark</b>	Of course, Jack.
<b>Jack</b>	Thank you. <b>The boss put me in charge of</b> my own department. <b>How should I deal with</b> day-to-day office problems?
<b>Mark</b>	First, make sure you <b>resolve</b> disagreements between members of your team.
<b>Jack</b>	That's so useful. What are some other problems that may occur?
<b>Mark</b>	<b>Be ready to</b> handle technical problems. If the equipment malfunctions or the network goes down, stay <b>calm</b> .
<b>Jack</b>	<b>So, I need to</b> lead by example, right?
<b>Mark</b>	That's right. Keep your cool and most problems <b>solve</b> themselves.

1. My boss put me in charge of .....
2. How should I deal with .....?
3. Be ready to .....
4. So, I need to .....

# Responses - Prepositions

\*please select the most appropriate response for each item below:

1. A: I think my computer has crashed.  
B: Don't worry we'll send .... an IT expert.

on / for / to

2. A: My colleagues are lazy.  
B: I understand your concerns, but try .... get along with them.

for / to / at

3. A: The printer has jammed.  
B: It's fine. I'll take a look .... it.

at / to / in

4. A: He's late .... work again. It's not fair.  
B: I'll talk to him. It's a personal matter.

to / at / for

5. A: The Internet isn't working.  
B: I'll get them .... restart the router.

for / on / to

6. A: We've run out .... pens!  
B: Thanks. I'll order some more right away.

no preposition / with / of



**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:** I've been made office manager.

**Student B:** That's good news.

**Student A:** Could I ask you some advice about what to do when **Problems** ?

\*Continue the conversation using the **Key Phrases** and **Problems** from below.

## Key Phrases

- What's the best way to handle ....?
- How should I deal with ....?
- So, I need to ....
  
- Be ready to ....
- When that happens, try ....
- Make sure to ....
- Stay calm and ....
- *Other*

## Problems

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

- What office problems have you experienced recently?
- How should managers deal with workplace issues?

- advice - *I appreciate your **advice**.*
- bully - *Don't **bully** your teammates.*
- calm - *Try to keep **calm**.*
- crash - *The software has **crashed** again.*
- handle - *I think I can **handle** problems like that.*
- resolve - *Make sure to **resolve** disagreements.*
- solve - *It is best to **solve** problems step-by-step.*