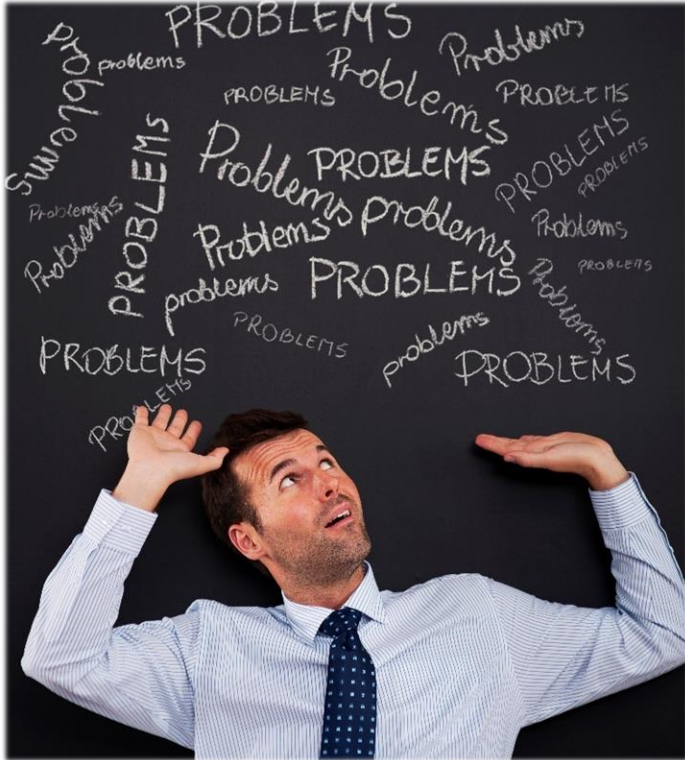


# Office Problems



## 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

## Super Class

## Warm Up – Topic Question



How do you deal with office politics?

# Picture Description

What problem is keeping them so late in the office?



B



A



<b>Jack</b>	Good to see you, Mark. I wonder if I might ask you for a bit of advice.
<b>Mark</b>	Anytime, Jack. I'm always happy to help when I can.
<b>Jack</b>	Thanks. The boss put me in charge of my own department and I will be running my own office. What do you know about dealing with day-to-day office problems?
<b>Mark</b>	The most important thing is to <b>stay above office politics</b> . Resolve personal issues between members of your team. Establish trust, and they will come to you for advice.
<b>Jack</b>	That's so useful. What else am I likely <b>to come up against</b> ?
<b>Mark</b>	<b>Be on your toes</b> for technical problems. When the equipment malfunctions or the network goes down, stay calm and focus on the problem.
<b>Jack</b>	<b>In other words</b> , I should lead by example, right?
<b>Mark</b>	Precisely. <b>Keep composed</b> and most problems solve themselves.

## 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.

### Key Phrases

- What would you do in my shoes if ....?
- In other words, ....
- How would you approach ....?
- Be on your toes for ....
- If I were you, I would ....
- Keep composed and ....
- *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*



Talk about one of the following topics for one minute:

1. Dealing with staff disagreements.
2. Preventing workplace bullying.
3. Maintaining composure when faced with a stressful situation.

\*Other students in the class, ask one question each to the presenter after the speech

- ❑ If you were an office manager, how would you handle a staff disagreement?
- ❑ What's the best approach when handling technical issues?
- ❑ Should staff be given the autonomy to handle their own problems?

I need to **bury the hatchet** with my co-worker and start communicating better with her.



**too many cooks spoil the broth** – if too many people try to control, influence, or work on something, the final product will be worse as a result

- You only need one team leader. **Too many cooks spoil the broth!**

**bury the hatchet** – to stop arguing and become friends again

- Let's stop arguing about trivial matters. It's time for both of you to **bury the hatchet** and move on.

**press the panic button** – to overreact to a negative situation with too much fear, alarm, or confusion

- If you want to be a good boss, you can't **press the panic button** every time something goes wrong.