

Human Resources



This week...

Chris has just transferred to the Human Resources department from the Sales department. Mark, the HR manager, is telling him what his tasks in the new department will be.

Lesson Objectives...

- Discussing day-to-day HR duties and tasks
- Starting in a new department

Business English Conversation

Advanced Class

Warm Up – Topic Question



What are the most important skills for working in Human Resources?

Picture Description

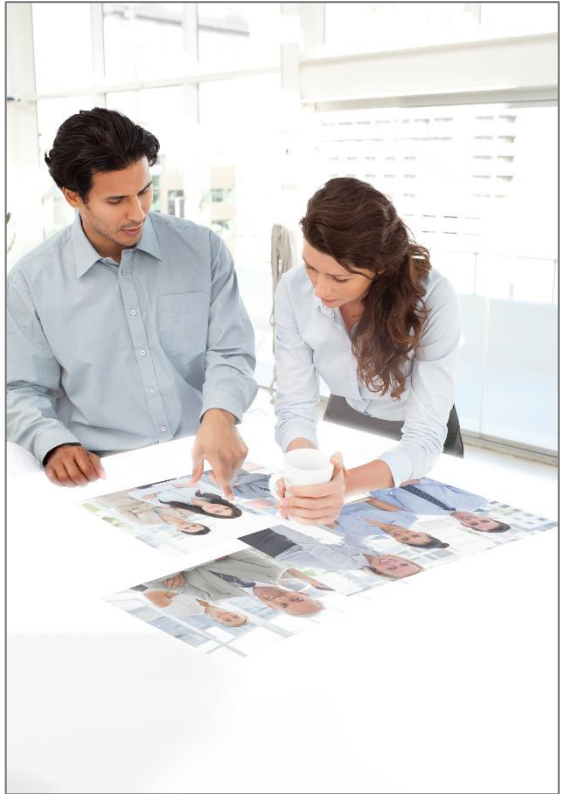
Why is that woman laughing?



A



B



What are they working on?

- Mark** Welcome to the HR department, Chris. I'm glad to have you join us.
- Chris** I've always hoped to work in HR, so **I'm really glad to finally** be here.
- Mark** Let me go over some of the tasks you will be required to do in the first few weeks. **You will need to** answer employees' questions, process incoming emails and set appointments.
- Chris** **I thought that I would be** doing recruiting **as well**.
- Mark** That will definitely be one of your tasks down the track once you get settled in.
- Chris** Great. Is there anything else I need to know for the moment?
- Mark** That's about it for now. **I have to go, but** I will meet with you later in the day to explain things in more detail.
- Chris** Thanks, Mark. I can't wait to get started.

**I'm really glad to finally
have a chance to talk to you.**

1. I'm really glad to finally
2. You will need to
3. I thought that I would be as well.
4. I have to go, but



Role Play – Human Resources

Student B has recently joined the HR department. Student A is showing Student B around, while answering questions about the work he/she will be doing.



Student A: Welcome Student B to the department.

Student B: Tell Student A that you are glad to finally be there.

Student A: Go through some of the tasks and duties Student B will be responsible for.

Key Phrases

- Welcome to the HR department. I'm glad to have you join us.
- Let me go over some of the tasks you will be required to do.
- That's about it for now.
- I'm really glad to finally be here.
- I thought that I would be
- I can't wait to get started.
- *Other*

HR Duties

- handle employee concerns
- resolve disputes
- process incoming emails
- set appointments
- arrange transfers
- recruiting
- enforce policies
- *other*

Agree or Disagree



1. Human Resources would be one of the hardest departments to work in.
2. People transfer departments too often at large companies in Japan.
3. You should only work in HR if you're a 'people person'.

- Who decides when employees should transfer departments in your workplace?
- Do you have the right skills to work in HR?
- Which department do you think you are best suited to?

- duties - *What are the main **duties** of the role?*
- enforcing - *We haven't been **enforcing** the dress-code.*
- moment - *To be honest, I'm a bit busy at the **moment**.*
- people person - *I've never been much of a **people person**.*
- process - *We need to **process** these applications.*
- settled in - *I'm sure it'll be easier once I've **settled in**.*
- workplace - *Employees expect flexibility in the **workplace**.*