

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

Super Class

Warm Up – Topic Question



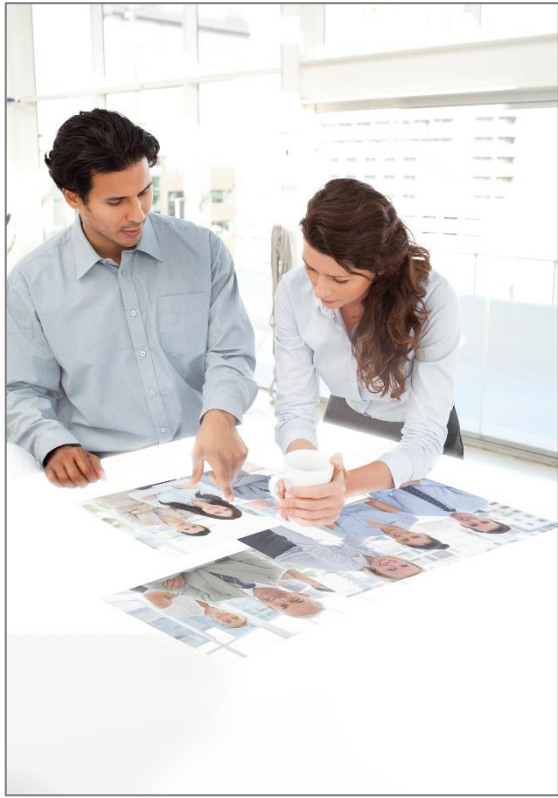
What are the most important skills for working in Human Resources?

Picture Description

Why is that woman laughing?



B



Mark	It's nice to have you working for the HR department, Chris. Everybody always speaks so highly of you .
Chris	It's always been my aim to get transferred here, 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 was under the impression 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 run, but I will meet with you later on in the day to explain things in more detail.
Chris	Thanks, Mark. I can't wait to get started.



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.

Key Phrases

- It's nice to have you working for the HR department.
- 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 was under the impression that
- 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*



Talk about one of the following topics for one minute:

1. The advantages and disadvantages of changing departments
2. Career paths in Japan
3. How to cope with an unruly employee

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

- Do you have the right skills to work in HR?
- Should employees be hired purely for their skills and experience, or is personality important, too?
- Is it possible to ask for a transfer to your preferred department at the company you work for?

I just heard that my colleague is about to **get the sack**.



to get the sack – to be fired, and lose your job

- After what I said to the CEO, I was sure I'd **get the sack**!

put it on the back burner – agree not to work on a project or idea – but keep it for another time

- It's a good idea, but let's **put it on the back burner** for now.

people person – someone very friendly, approachable and good at working with people

- I don't really want to work in customer service. I'm not much of a **people person**.