

Total English

Advanced

A question of feelings

- 1** Type in www.bbc.co.uk and then click on 'health', followed by 'healthy living' and then 'health at work'. Now click on 'Emotional well being' and answer the following questions.
 - a) How can stress affect us in the workplace according to the web page?
 - b) Can conflict be a positive factor in the workplace?
 - c) What kind of behaviour do bullies display?
 - d) When might it be time to move on from a job?
 - e) Find another word for 'ways' when describing how to manage time effectively.

- 2** Now click on 'Coping with Stress' and find words which have a similar meaning to the words below.
 - a) weak
 - b) put up with something
 - c) in a relaxed way
 - d) aims
 - e) adaptable
 - f) not interested

- 3** Now click on 'Managing Conflict' on the left of the page and mark the following statements *true (t)* or *false (f)*.
 - a) The main cause of conflict in the workplace is conflict between groups of people.
 - b) Conflict is likely to happen between people who have worked together for some time.
 - c) It is a good idea not to overreact when an argument or disagreement occurs.
 - d) Sarcasm is not a sign of conflict between colleagues.
 - e) Conflict doesn't occur if people feel that their employees don't fully value them.
 - f) If managers leave some areas of responsibility rather grey, this can cause conflict as people are unsure who is responsible.
 - g) If people manage anger appropriately then there is less likelihood of conflict.
 - h) An inexperienced person will flounder and cause conflict if they get the necessary support in their job.

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TEACHER'S NOTES:

Aim: to use the Internet to explore the theme of feelings. This webquest is designed to be used in conjunction with unit 10.

Time: 45mins - 1 hour

Materials: copy of the worksheet for each student

Ask the class to call out feelings and emotions that they associate with the workplace. Then ask them to find the website. Check they are all at the correct part of the website and monitor as they work through the exercises. Check answers with the class.

1

Answers (correct at time of going to press): a) It can affect our performance and our confidence levels can suffer as a result; b) Yes, if handled healthily and creatively; c) Intimidating behaviour; d) When you no longer find your job fulfilling; e) techniques

2

Answers (correct at time of going to press): a) powerless; b) cope; c) calmly; d) goals; e) flexible; f) bored

3

Answers (correct at time of going to press):
a) False - conflict between individuals; b) True; c) True;
d) False - it is; e) False - it does if employees feel undervalued; f) True;
g) True; h) False - they will flounder if they don't get the necessary support

