C.P.S.E. – SENIOR V – MISS Luciana

TOPIC: HUMAN RESOURCES

NAME:

1. Match the vocabulary with the correct definition. 18p

1.	recruit	a.	workers' performance
2.	improve	b.	honest feedback
3.	verify	c.	questions about company policies
4.	interview	d.	company working conditions
5.	answer	e.	job candidates
6.	appraise	f.	worker conflicts
7.	give	g.	training for company staff
8.	resolve	h.	new employees
9.	organise	i.	references of job candidates

2. Use the phrases from the previous exercise to complete these sentences. Changes may be necessary. 18p

1. HR strives to _____ and create a positive workplace environment.
2. It's important to _____ in order to maintain open and transparent communication.
3. HR is also responsible for _____ to help employees further their skills and knowledge.
4. To fill open positions, the HR department is responsible for _____.
5. During the hiring process, HR professionals _____ to assess their skills and qualifications.
6. When conflicts arise in the workplace, HR plays a crucial role in _____.
7. Before making a job offer, it is important to _____.
8. One of HR's tasks is to _____ and provide constructive criticism.
9. HR is also responsible for _____ and answering any inquiries employees may have.

LIVEWORKSHEETS

3. Listen to Susan and answer the questions. **27p**

a. What does her job entails?

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b. What doesn't she like about her job?

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4. Listen to the conversation and complete the missing blanks. **28p**

Mark: Welcome to this week's episode of "The Business" podcast. Today, we have with us Tina, a (1)_____ HR manager who has been in the industry for over a decade. Tina, can you tell us a little about your role as an HR manager?

Tina: Of course, Mark. I'm responsible for (2)_____ the HR function for our company, which includes managing our employees, developing and implementing HR (3)_____, and providing support for employees and managers.

Mark: And what specific HR (4)_____ are you in charge of?

Tina: Many things to be honest. For instance: recruiting new employees, verifying (5)_____ of job candidates, appraising workers' performance, or giving honest feedback to our employees. I also play a key role in (6)_____ worker conflicts and organising training for our company staff.

Mark: That's a lot of responsibilities! What do you like most about your work as an HR manager?

Tina: What I like most about my work is that it gives me the opportunity to have a positive impact on the lives of our employees. I take great (7)_____ in helping our employees grow both professionally and personally, and in making sure that our company is a great place to work.

LIVEWORKSHEETS

Mark: Before we (8)_____, I'd like to ask about those strategies for helping employees grow professionally. Can you share some of the methods you use in your role as an HR manager?

Tina: Absolutely! One of the key (9)_____ I use is providing opportunities for continuous learning and development. This can include offering in-house training programs, encouraging employees to attend conferences and workshops, or providing opportunities for employees to work on special projects that (10)_____ them and help them grow their skills.

Another strategy is (11)_____ a culture of feedback and coaching. I encourage managers to have regular one-on-one meetings with their teams to discuss their progress, provide constructive criticism, and offer (12)_____ on how to grow their careers.

Lastly, I encourage career growth through job rotation. This allows employees to gain new experiences, build new skills, and (13)_____ their perspectives, which can ultimately lead to professional growth and advancement.

Mark: Those are great strategies! It's clear that you're committed to helping employees grow and reach their full potential. Tina, thank you for your time and for sharing your (14)_____ on helping employees grow professionally.

Tina: It was my pleasure, Mark. Thank you for having me on the show.

5. In your own words, is it necessary to have an HR department. Why? 9p

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LIVEWORKSHEETS