

LESSON 2

THE OFFICE

KEY POINT OFFICE DYNAMICS.

Have you ever worked as a manager?
Have you ever been involved in a difficult work situation?
Do you think it is difficult to manage teams?
What are the challenges?
Have you heard of psychologists working in companies?

Offices have very important dynamics that have an impact on the behavior of the employees. When office dynamics become dysfunctional, the results can be counterproductive and teams can become unmotivated. The following is an analysis of these situations and possible solutions.



Objectives To communicate office dynamics in English.

Time 60 Minutes

Vocabulary Consulting and office management vocabulary

Key Points Office Dynamics

Grammar Using The Imperative Present Perfect Continuous

Objectives To communicate office dynamics in English.

Review Previous Lesson

VOCABULARY AND EXPRESSION BUILDERS

Nip the problem in the bud To stop a problem at the beginning.

They had to nip the problem in the bud so they fired him.

Dysfunctional The group cannot function properly.

The group is dysfunctional and he cannot work.

Group dynamic The relationship between a number of people.

The group dynamic was good.

Outsider Not part of the group.

He is an outsider, so it is probably better that he does consulting.

Counterproductive Not productive.

The behavior was counterproductive.

Impact To create an impression.

The impact on the players was amazing.

A synopsis A summary.

In the emergency, he gave a synopsis of the situation.

Poor leadership Bad management.

There was poor leadership in the company.

and/or A combined conjunction.

They asked for a solution and/or financing for the project.

PhD A doctor in Philosophy.

He has his PhD in science.

Long-term An extended amount of time.

They have a long-term commitment in the project.



VOCABULARY AND EXPRESSION BUILDERS

Tips To give suggestion for advantage.
They gave a tip to improve the performance of the team.

Reasonable Something that is logical.
The request for a pay raise was reasonable.

Competencies The ability.
The competencies of the company were minimal.

Job seekers People looking for a job.
The job seekers went to the job exhibit.



The unconscious behavior of the boss was good.
The synopsis of the situation is clear.
The impact on the situation was considered counterproductive.
The problem was due to poor leadership.
They wanted to nip the problem in the bud, so they analyzed the productivity problem.

CLIQUES IN A COMPANY

A summary of a report from a behavioral consultant. Presented by Dr. John Dent

The following is a synopsis of a report submitted to the team dynamics committee at the Ford Motor Company in Detroit Michigan. It concerns the assembly line personnel team dynamics in the company's factory in Oakville, Ontario. There is a productivity problem in the factory which must be addressed. In the following report, Dr. Dent presents his ideas on group dynamics and management.

Dr. Dent has been working as a freelance consultant for many years. Ever since graduating from Harvard University where he did his PhD in behaviorism, he has been working as a teacher, a researcher and a consultant. He has been living in the Detroit area for the past ten years where he has become a specialist in factory employee behavior.

A Group Dynamics Report

Perhaps one of the biggest factors concerning a group's dynamic is the development of negative cliques. It is important to be aware of their advance in an office and to manage this dynamic at the source.

What is a clique?

A clique is a destructive office group characterized with a behavior that can lead to poor results and reduced company performance. The inspiration in the establishment of cliques is usually personal. Frequently this behavior is not intentional but is the result of dysfunctional office dynamics. They can also be the consequence of poor leadership, improper hiring, general corporate malaise, poor results and/or bad management. It is important to have a strategy around these dynamics and to nip the problem in the bud.

A few facts about cliques.

Cliques have been forming in offices since the beginning of time. They usually revolve around one or two central figures in a grouping that have either a conscious or unconscious motivation.

COMPREHENSION BUILDERS

A clique has three elements that are fundamental to its definition. These attributes are the leader, the followers, and the outsiders. The leader usually has substantial power over the clique. The leader's actions are usually copied closely by the followers even if they are destructive in nature. This is what can be counterproductive in a corporate environment but before making a judgment considers the following.

Positive cliques.

Cliques can form positive work environments and produce constructive and dynamic results as long as the leader has this motivation. The supporters typically have to follow the leader's opinion. If the leader of the clique is interested in the corporate culture it can have a constructive influence on the company output. The supporters typically have to follow the leader's opinion.

Negative cliques.

On the other hand, if the tendency is in the opposite direction, meaning towards destructive actions, the behavior of the clique can be extremely vicious on the morale of the general group and the overall productivity of the organization. This is a group conduct that has to be monitored.

It is important to consider the impact of this situation when working in an office. It is human nature to think about our position and relationship within the group and how we fit in, so this form of clique dynamics is very common. The best solution in managing group dynamics is preventative strategies.

Dr. John Dent

QUESTIONS

1. Dr Dent is _____.
 - a) an industrial psychologist
 - b) an outsider
 - c) a group leader
2. According to the study _____.
 - a) cliques are a new thing
 - b) cliques are dynamic
 - c) cliques can be positive
3. Clique have three elements:
 - a) a leader, a follower, and a boss.
 - b) a leader, a follower, and an outsider.
 - c) a follower, a listener, and a coach.
4. According to Dent cliques _____.
 - a) have been around forever
 - b) are a new phenomenon
 - c) can be destroyed

THE SECRETS OF GREAT OFFICE DYNAMICS

Looking for a healthy, positive, and constructive office environment is one of the most important factors for someone looking for a job and who is interested in a long term stable and solid work situation. Office dynamics can be one of the most important factors when considering an employer. Here are a few tips on how to create that environment as a manager.

1. Remember personal details about people like birthdays, hobbies and family names. This makes the employees feel as though you care about them more than just in the office.
2. Create a great work environment so your employees are comfortable. This will make them work more efficiently and actually end up saving the company money.
3. Make sure your staff is well trained and prepared to do their assigned tasks. Nothing is more expensive than not being properly trained.
4. Offer a reasonable schedule for tasks. If you overload and stress your teams the management will have to pay for the consequences.
5. Consider how much you are giving because at some point you will have to ask in return. It is like a bank. You can make withdrawals and deposits.
6. Develop competencies once the employee is in a good routine. It is important to develop the employees' potential.

Creating a good working dynamic is not always a simple issue of being nice or even a question of a higher salary. It's often a combination of effort and attempts to making someone feel welcome and valued.

There is no question that if you are interested in creating strong team dynamics, nurturing great relations with colleagues and staff is one of the most important factors in obtaining this result. The six points indicated above can help you to get started in pursuing this objective.

Alden Chong
The Management Magazine

1. Positive and healthy work atmospheres are good for _____.
 - a. career advancement
 - b. work environments
 - c. management
2. If employees are not trained _____.
 - a. it will be cheaper
 - b. they will leave
 - c. it will cost the company in the long run
3. Creating a good work environment _____.
 - a. can be a question of salary
 - b. is often a question of making people feel welcome
 - c. will not affect your bottom line
4. It is important to _____ to nurture good team dynamics.
 - a. be polite
 - b. do annual evaluations
 - c. develop relations with colleagues

GRAMMAR PRESENT PERFECT CONTINUOUS

Use

An action which began in the past and is still continuing or has just finished can be either the present perfect or present perfect continuous.

I Began working _____ now _____!
he is working (in progress)

Structure

The present perfect form of the verb to be with the present participle.

(I, you, we, they) have been + verb -ing

(he she it) has been + verb -ing

Negative

Subject+ have not/haven't, has not/ hasn't + been +verb ing

Interrogative

Has/have + subject + been + verb -ing ?

Examples

The team has been working together for two years.

They haven't been working very hard.

Has the boss been running the project?

Conditions

Verbs such as expect, hope, learn, lie, live, look, rain, sleep.

Time expressions are not necessary. (except: for since yet already etc.)

Exercise

Use the present perfect continuous if possible.

Ruth and Jane (to see) _____ a coach and the group dynamic is improving.

Jack and Alex (to send) _____ work to the temp agency because of their work overload.

The managers (to go) _____ to the meetings to resolve the counterproductive behavior of the factory employees.

The poor leadership (to have) _____ a negative effect on the group's dynamic.

The company (to work) _____ well because they nipped the dysfunctional problem in the bud.

My colleagues (to ask) _____ to go to see a coach for a long time.

Felix and Albert (to wait) _____ for a final synopsis so they can make a decision on how to proceed.

They (to not teach) _____ English to the company.

The team (to hope) _____ to meet the CEO for a while now.

I (to learn) _____ English.