

Lecturer: Her KHAMMELEESAYSUE

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Unit 5 Problems at work, Managers, Executives and Directors

❖ **Times:**

- 6 hours

❖ **Learning outcomes**

- Students will be able to know the problems at work.
- Students will be able to understand the difference of manager, executive and director.
- Students be able to design the organize Company.

❖ **Teaching aids**

- Text book, Computer, LCD, Power Points, Marker and White board

❖ **Teaching methods**

- Teacher gives students to study the problems at work as health and safety, Bullying and harassment, and Discrimination.
- Teacher gives students to read the texts of taking care of health.
- Teacher gives the lecture about how to know the difference of manager, executive and director organize.

1) Problems at work

- What are the problems at work?

A problem is a situation preventing something from being achieved and Problems at workplace Common workplace issues that Employees face include:

1. Interpersonal conflict.
2. Communication problems.
3. Gossip.
4. Bullying.
5. Harassment.
6. Discrimination.
7. Low motivation and job satisfaction.

- What is health and safety in the work place?

A healthy workplace is one where employers and employees work together to support and promote good health and combined efforts of employers, employees, and society to improve the mental and physical health and well-being of people at work

- What is safety in the work place?

Describes policies and procedures in place to ensure the safety and health of employees within a workplace. Involves hazard identification and control according to government standards and ongoing safety training and education for employees.

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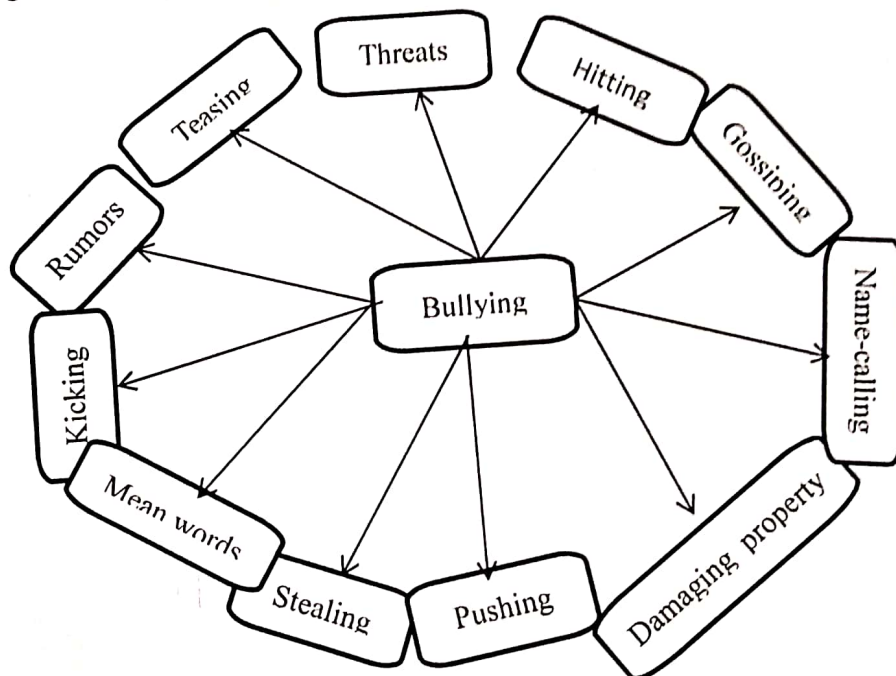
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- Bullying and Harassment

Bullying and harassment means any unwanted behavior that makes someone feel intimidated, degraded, humiliated or offended. It is not necessarily always obvious or apparent to others, and may happen in the workplace without an employer's awareness.

- What is the difference between bullying and harassment?

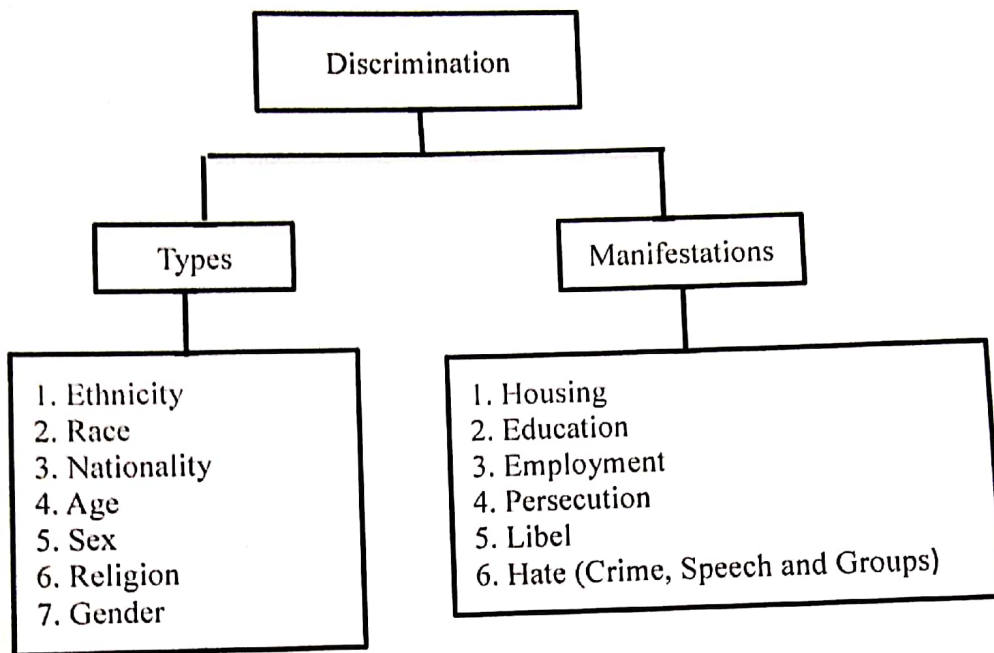
The difference between bullying and harassment. Bullying and harassment are similar, yet different: Harassment is similar to bullying because someone hurts another person through cruel, offensive and insulting behaviours. Harassment is different from bullying in that it is a form of discrimination



2) Harassment and Discrimination

Harassment as defined in the Equality is: Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, abusive, degrading, humiliating or offensive environment for that individual.

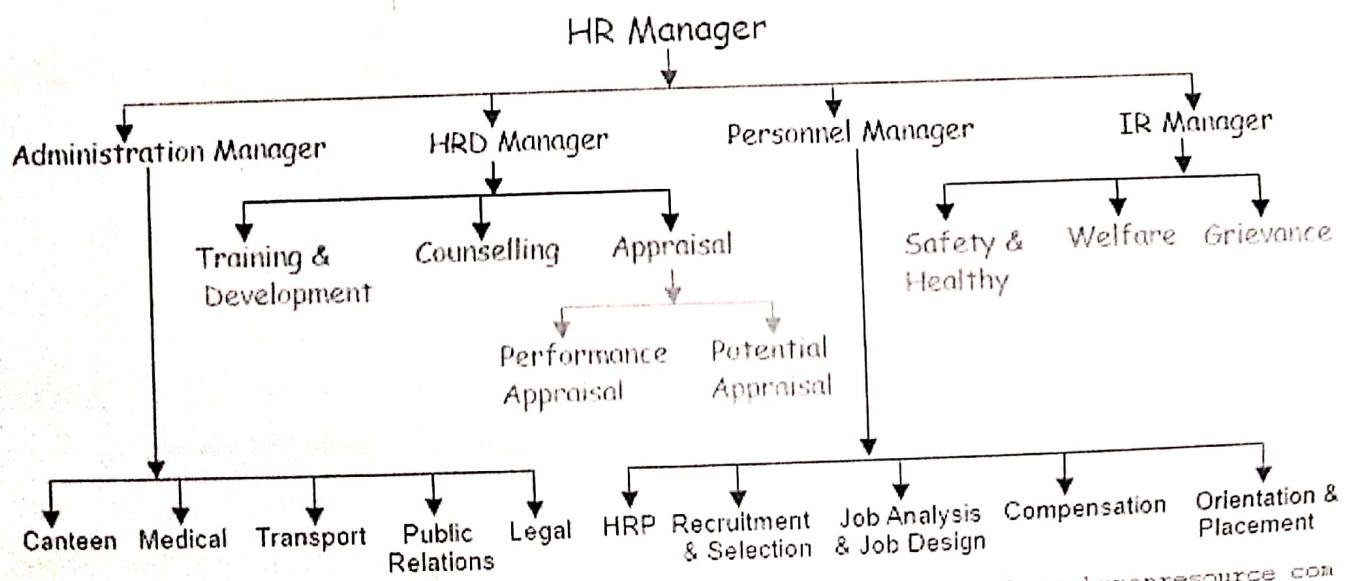
The act of employment discrimination can take many forms. Generally, it occurs when an employee or job applicant is treated unfairly because of their race, gender, nationality, religion, age, Sexual, Physical, disability (pregnancy, specifically).



3) Manager

- What is manager?

Manager is a job title that is used in organizations to denote an employee who has certain responsibilities to lead functions or departments and/or employees. The manager who is responsible for a department normally has directly reporting employees for whom he or she has leadership responsibility. *The example of structure Management*



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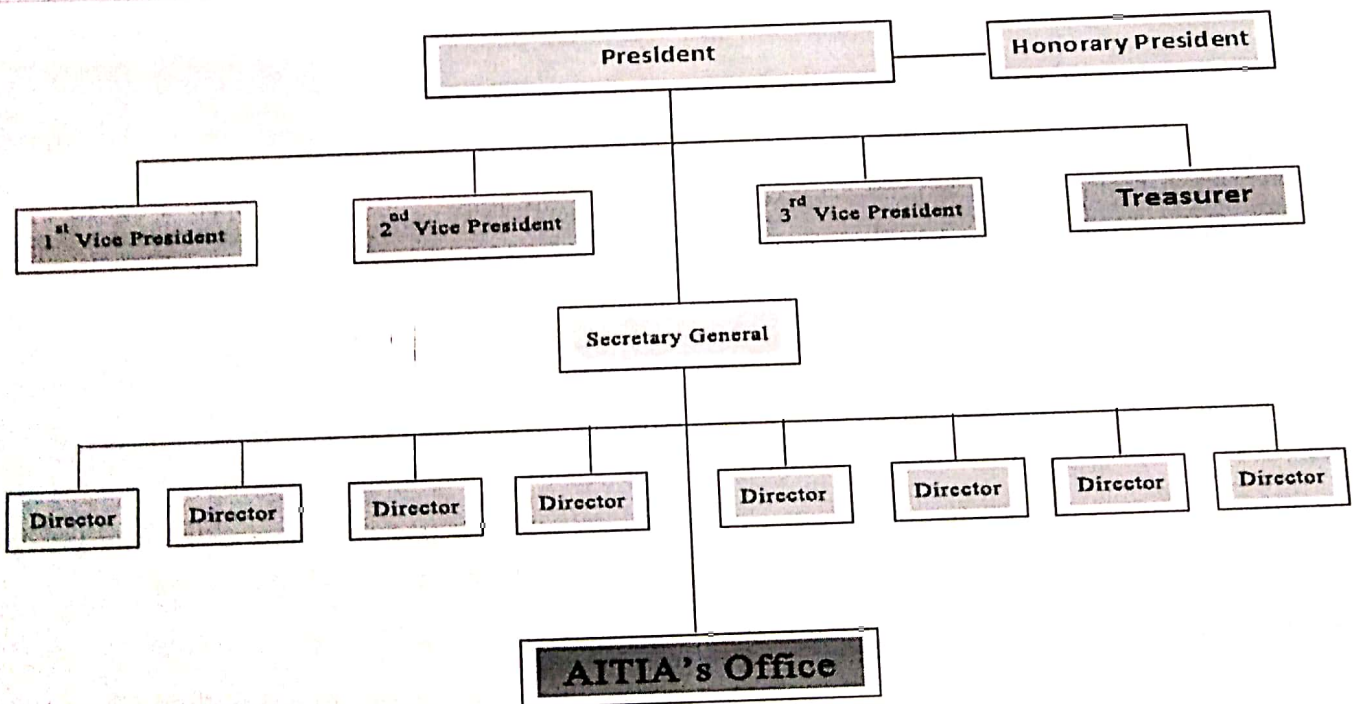
- What are the duties of manager?

Duties of a manager as an accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

4) Executive

A business executive is a person responsible For running an organization, although the exact nature of the role varies depending on the organization. Executives run companies or government agencies. They create plans to help their organizations grow. *Example of structure*

Board of Directors Structure



5) Director:

A director is a person from a group of managers who leads or supervises a particular area of a company, program, or project. Companies that use this term often have many directors spread throughout different business functions or roles (e.g. director of human resources). Roles

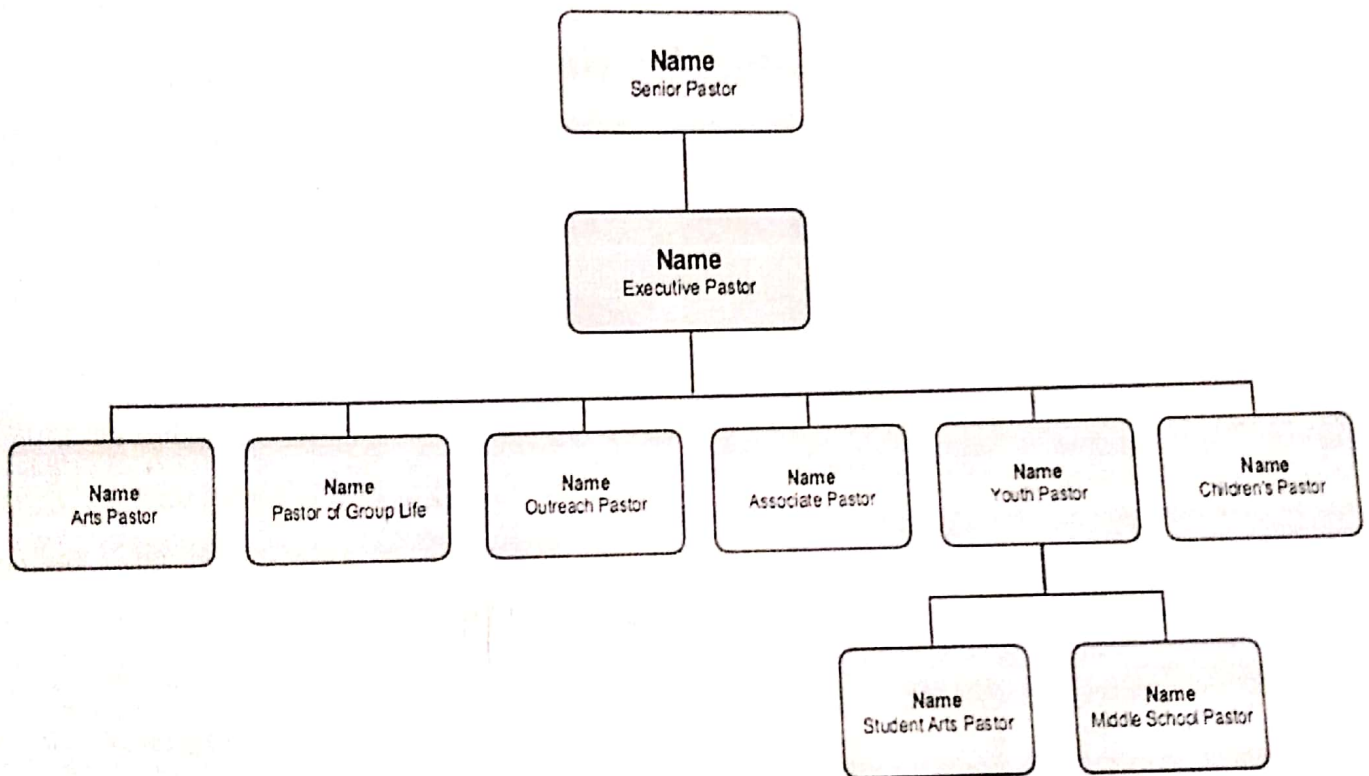
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and responsibilities of directors and boards. ... The board of directors' key purpose is to ensure the company's prosperity by collectively directing the company's affairs, whilst meeting the appropriate interests of its shareholders and stakeholders.

The Example of structure of Executive



❖ Learning Activities

- Students will be to learn about the vocabularies of the problems at work as health and safety, Bullying and harassment, and Discrimination and Using help students understand the Bullying and harassment, and Discrimination
- Students will be learning words that the difference of manager, executive and director organize.
- Students complete the exercise in page 25 and page 27.1)

1) What are the problems at work?

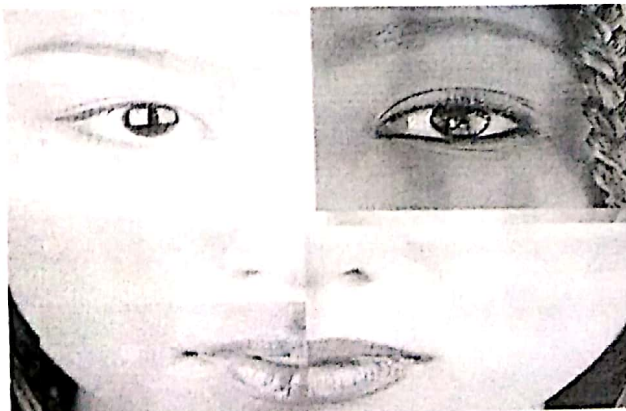
A problem is a situation preventing something from being achieved and Problems at workplace Common workplace issues that Employees face.

- What are the workplace issues that Employees face?
 - Interpersonal conflict.
 - Communication problems.
 - Gossip.
 - Bullying.
 - Harassment.
 - Discrimination.
 - Low motivation and job satisfaction.

2) What is the bullying and harassment?

Bullying and harassment means any unwanted behavior that makes someone feel intimidated, degraded, humiliated or offended. It is not necessarily always obvious or apparent to others, and may happen in the workplace without an employer's awareness.

- What are the behavior that people show in bullying?
 - Rumors
 - Teasing
 - Threats
 - Hitting
 - Gossiping
 - Name-calling
 - Damaging property
 - Stealing
 - Mean words
 - Kicking



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3). What is the discrimination?

The act of employment discrimination can take many forms. Generally, it occurs when an employee or job applicant is treated unfairly because of their race, gender, nationality, religion, age, Sexual, Physical, disability (pregnancy, specifically).

- What are the discrimination?

1) Type:

- Ethnicity
- Race
- Nationality
- Age
- Sex
- Religion
- Gender

2) Manifestations:

- Housing
- Education
- Employment
- Persecution
- Libel
- Hate (Crime, Speech and Groups)

4) Draw the organisation at the situation ta FOE

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6) Complete these headlines and articles with the correct form the contents

OFFICE MANAGER I ACCUSED OF I am court heard today how an office worker was almost driven to suicide by a bullying office manager. Jalnes Blenkmsop, 27, told how boss Nigel Kemp victimized him by shouting at him, criticizing his work in front of others, tearing up his work and telling him doing it again.

NATIONAL RESTAURANT CHAIN CLAIMS E 5 FACESFour waitresses claim they were repeatedlyby male bosses in a branch of a well-known national restaurant chain. All four waitresses said they were subjected to sexist remarks at the restaurant.

SHOP MANAGERESS IN CASE A clothing shop's half-Burmese manageress, 24-year-old Marion Brown, claims her boss continually made remarks, and sacked her from her E 1 10-a-week job when she objected. She claims that the company that owns the shop has raciallyagainst her ...

7) Who's who on this company board? Look at contents and complete the diagram.

My name's Montebello and I'm president and CEO. We have some excellent people on our board, including two who are not involved in the day-to-day running of the company: Gomic and Jone.

My name's Smith and it's my job to look after the accounts and balance the books. I work closely with Chang and Roberts, as they tell me what their departments need for marketing and research, and I allocate them an annual budget.

My name's Dawes and I head up personnel, on the same level in the company as Chang and Roberts.

