

Overview

English For Human Resources

(18 hrs)

B1-B2
(Intermediate)

English for Human Resources is a short course intended for people who work in human resources and recruitment and who regularly use English at work. This course is ideal for HR managers, their staff, and also those employed in personnel agencies.

By studying this course, students will learn the key expressions and vocabulary required to competently perform their job using English.

Each Unit of the course is designed to focus on a different area that is relevant to staff working in HR. This includes recruitment, personnel selection, employee relations, HR development, industrial relations and rewards, and benefits. There is a focus on both the skills required to perform jobs in the HR field as well as specific language tasks to improve students' English capabilities. This includes making suggestions, agreeing and disagreeing, making arrangements and rescheduling, making recommendations, persuading and negotiating, and talking about figures, numbers and trends. These language goals supplement the skills needed to perform essential HR tasks.

Course Aims:

1. Students will be able to describe their jobs and those of others in the company
2. Students will be able to write a job advertisement and conduct an interview
3. Students will be able to discuss employment contracts and deal with disciplinary matters
4. Students will be able to make recommendations for HR development and staff training
5. Students will be able to clarify and give feedback on issues of remuneration
6. Students will be able to negotiate with staff and their representatives

	Unit	Topics	Language / skills
1	Recruitment	<ul style="list-style-type: none"> • Job descriptions • Person specifications • Recruitment sources and advertising 	<ul style="list-style-type: none"> • The language of job descriptions • Exchanging information • Making suggestions • Agreeing and disagreeing
2	Selection	<ul style="list-style-type: none"> • Job advertisements • A Curriculum Vitae • The job interview • Ageism 	<ul style="list-style-type: none"> • Arranging an appointment • The language of interview questioning • Establishing rapport
3	Employee relations	<ul style="list-style-type: none"> • Employment contracts • Disciplinary and grievance procedures • Health and safety at work - stress and workplace injuries 	<ul style="list-style-type: none"> • The language of contracts • Writing offer and rejection letters • Giving and requesting information
4	HR Development	<ul style="list-style-type: none"> • HR development practices • Dealing with staff problems • Appraisal interviews and reports • Training courses • Equal opportunities and diversity 	<ul style="list-style-type: none"> • Making recommendations • The language of appraisal • Interviews (diplomatic language, softening disagreement)
5	Reward and remuneration	<ul style="list-style-type: none"> • Salaries and fringe benefits • Salary reviews 	<ul style="list-style-type: none"> • Asking for and giving feedback • Clarifying • Agreeing and Disagreeing • Interrupting • Talking about figures and numbers
6	Industrial relations	<ul style="list-style-type: none"> • The role of trade unions • Labour relations • A wage negotiation 	<ul style="list-style-type: none"> • The language of negotiating (persuading & bargaining)

Syllabus

EDULINK Business Roles: HR

18 hours total – 6 weeks

12 lessons x 1.5 hours – 2 lessons per week

#	Topic	Aims / Outcomes <i>Students will be able to:</i>	Activities	Assessment
1	<u>Recruitment</u> Job Descriptions and person specifications	<ul style="list-style-type: none"> - Describe and order recruitment tasks - Analyse job descriptions and person specifications - Label job descriptions and person specifications - Analyse the format and language of job descriptions and person specifications 	<ul style="list-style-type: none"> - Students order a list of recruitment tasks - Students organise a list of tasks by whether they belong in a job description or personal statement - Students analyse and label a typical job description - Students complete grammar activities related to the language of job descriptions - Students label a person specification document 	Students write a job description and person specification for their own job. Students will receive summative feedback from the teacher based on these written submissions.
2	<u>Recruitment</u> Sources and types of recruitment	<ul style="list-style-type: none"> - Discuss and compare different recruitment methods 	<ul style="list-style-type: none"> - Students listen to a conversation between the head of HR and a recruitment officer to identify different recruitment sources - Students complete grammar and vocabulary activities related to recruitment - Students define and discuss the efficacy of different recruitment methods - Students roleplay a recruitment situation 	Students roleplay a recruitment situation and will receive formative assessment based on their performance in this task.
3	<u>Selection</u> Job applications	<ul style="list-style-type: none"> - Write and analyse a CV document - Write an effective job advertisement - Arrange an interview with a successful candidate 	<ul style="list-style-type: none"> - Students discuss optimal strategies for writing a CV and interviewing candidates - Students analyse job advertisements and discuss the skills needed for a particular job based on the ads - Students read and label a typical CV - Students reorder an acceptance letter 	Students Write an acceptance letter and will receive summative assessment based on their written submissions.

			<ul style="list-style-type: none"> - Students roleplay a situation in which they arrange an interview with a successful candidate 	
4	<p><u>Selection</u></p> <p>Interviews</p>	<ul style="list-style-type: none"> - Conduct interviews effectively - Ask and answer a variety of question types (e.g. closed / open questions) 	<ul style="list-style-type: none"> - Students discuss interview strategies - Students listen to interviews and analyse the language of job interviews - Students take notes during an interview and provide some feedback based on the strategies discussed - Students analyse the grammar of different types of questions in order to improve their interview style 	<p>Students roleplay a situation in which they arrange an interview with a successful candidate. and will receive formative assessment based on their performance in this task.</p>
5	<p><u>Employee relations</u></p> <p>Contracts</p>	<ul style="list-style-type: none"> - Write an employment contract - Discuss issues related to employee relations (working hours, benefits, salary, etc.) 	<ul style="list-style-type: none"> - Students will complete activities related to common phrases in employee relations - Students listen to an employer and employee discussing the terms of employment and complete activities related to this - Students analyse the language of employee relations by looking at word families and collocations - Students write a contract by reordering extracts from a typical employment contract 	<p>Students write an employment contract. Students will receive summative feedback from the teacher based on these written submissions.</p>
6	<p><u>Employee relations</u></p> <p>Acceptance, rejection and grievance</p>	<ul style="list-style-type: none"> - Write an acceptance and a rejection letter - Discuss and resolve grievances in the workplace 	<ul style="list-style-type: none"> - Students compare rejection letters and acceptance letters - Students analyse the language found in acceptance and rejection letters - Students roleplay a situation in which they discuss the terms and conditions of employment - Students read an article and discuss grievance issues and discipline - Students discuss health and safety and workplace injuries 	<p>Students will receive formative assessment based on their performance in the discussion task.</p>
7	<p><u>HR development</u></p> <p>Development policies, staff problems and appraisal reports</p>	<ul style="list-style-type: none"> - Write an appraisal report 	<ul style="list-style-type: none"> - Students define and then discuss a range of HR development practices - Students listen to different people talking about staff problems and then discuss recommendations for each problem - Students will use the language of recommendations to discuss solutions for staff problems - Students discuss the reasons for staff appraisals 	<p>Students write an appraisal report. Students will receive summative feedback from the teacher based on these written submissions.</p>

			- Students complete an appraisal report	
8	<p><u>HR development</u></p> <p>Appraisal interviews and staff training</p>	- Conduct an appraisal interview	<ul style="list-style-type: none"> - Students match questions and answers from a typical appraisal interview - Students analyse the register of certain questions and discuss how they could be improved - Students roleplay an appraisal interview - Students match training session titles to descriptions - Students work in groups to design a training course to address specific staff problems 	Students roleplay a situation in which they conduct an appraisal interview and will receive formative assessment based on their performance in this task.
9	<p><u>Reward and remuneration</u></p> <p>Salaries and benefits</p>	<ul style="list-style-type: none"> - Ask for and give feedback - Clarify statements 	<ul style="list-style-type: none"> - Students discuss the different rewards companies give their staff in addition to salary - Students listen to a meeting and identify which people will receive benefits - Students match sentence fragments to make key phrases for the topic - Students compare two companies' benefit packages and discuss the advantages of each - Students roleplay a meeting about benefit packages 	Students roleplay a meeting about benefit packages and will receive formative assessment based on their performance in this task.
10	<p><u>Reward and remuneration</u></p> <p>Salary Review</p>	<ul style="list-style-type: none"> - Agree and disagree effectively - Interrupt politely - Talk about figures numbers and trends 	<ul style="list-style-type: none"> - Students re-order an email regarding recommendations for salaries - Students listen to a marketing manager discuss salaries for his staff with an HR representative and complete notes relating to the conversation - Students review key language for describing trends and numbers - Students read several extracts from an HR magazine and discuss questions related to salary review 	Students write an email to make recommendations and will receive summative feedback based on their written submissions.
11	<p><u>Industrial relations</u></p> <p>Trade unions and labour relations</p>	- Use the language of negotiating effectively (persuading & bargaining)	<ul style="list-style-type: none"> - Students discuss general questions around trade unions and the role they play - Students read extracts from newspaper stories related to labour relations in order to identify key phrases and answer comprehension questions - Students listen to a conversation between a personnel manager and an industrial relations manager and answer 	Students write a summary of the negotiation in the form of an email and will receive summative assessment based on their written submissions.

			<p>comprehension questions</p> <ul style="list-style-type: none"> - Students discuss how to avoid long and difficult negotiations with trade unions 	
12	<p><u>Industrial relations</u></p> <p>Wage negotiations</p>	<ul style="list-style-type: none"> - Conduct a wage negotiation 	<ul style="list-style-type: none"> - Students match phrases related to negotiation to their definitions - Students discuss what makes for a successful negotiation - Students analyse the stages of a typical negotiation and the language used in each - Students listen to a negotiation between union reps and a company and answer questions related to it - Students roleplay a negotiation 	<p>Students roleplay a negotiation and will receive formative assessment based on their performance in this task.</p>