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The 4 page 60 minute ESL British English lesson – 20/09/15

Bad Office Etiquette – part 1

Today, let's talk about bad office etiquette. We'll discuss many things; including checking your phone while talking to a colleague to not buying a round of coffees... It's incredible just how many bosses check their emails while talking to their staff. Does yours? It's bad manners, but everyone does it!

Bad behaviour at work is rife! Nobody likes to admit bad behaviour and we probably do it without thinking. Many of us have bad electronic manners. Some people might steal other people's ideas. You might suffer from poor email etiquette. One example of this is sending or forwarding bad jokes. Be careful! That important email you send might be treated marginally higher than spam.

Do you listen to what is being said to you? Do you talk over someone? Do people turn off when you are talking? Do you ask intelligent questions?

Other people might suffer from passive aggressive behaviour. They might interrupt a colleague who might annoy them. They also might like cheap victories over colleagues.

Some office staff like to think they are superior to their fellow workers. Perhaps they act this way in order to get a promotion. They might be brown-nosing senior managers. As a result their peers might resent and dislike them.

Are you good at networking with your superiors? How? Are you nice to junior staff? Being nice and positive could pay dividends for you in the future. Do you give others credit for their ideas? Perhaps you steal other people's ideas? This could be a bad move, as others might start a whispering campaign against you. It could also make you look an idiot if you can't explain the idea further.

In the next lesson (part 2) we will look at more bad or rude office etiquette...

SPEAKING – WARM UP

Think of three different types of office etiquette. Go round the room swapping details with others.

LISTENING – WRITING - DICTATION

The teacher will read some lines of the article slowly to the class.

READING

Students should now read the article aloud, swapping readers every paragraph.

SPEAKING - UNDERSTANDING

1) The article – Students check any unknown vocabulary or phrases with the teacher.

2) The article - Students should look through the article with the teacher.

- 1) What is the article about?
- 2) What do you think about the article?
- 3) Was this an easy or difficult article to understand?
- 4) Was this a boring or interesting article?
- 5) Discuss the article.

3) Article quiz - Students quiz each other in pairs. Score a point for each correct answer. Score half a point each time you have to look at the article for help. See who can get the highest score!

Student A questions

- 1) What could pay dividends in the future?
- 2) What is 'passive aggressive behaviour'?
- 3) What is office etiquette?
- 4) What is incredible?
- 5) What is rife?

Student B questions

- 1) What is 'a whispering campaign'?
- 2) What does 'brown-nosing' mean?
- 3) Who might annoy you?
- 4) What may be treated marginally higher than spam?
- 5) What is spam?

Category: Business / Office / Office Etiquette
Level: Intermediate / Upper Intermediate

WRITING / SPEAKING

In pairs - Think of five bad or rude types of office etiquette. Write them below. Talk about them!

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

SPEAKING – SMARTPHONE ETIQUETTE 1

In pairs – Read and discuss the following. Is it good etiquette to use a smartphone...

- 1) ...while walking down a street?
- 2) ...while at the dinner table?
- 3) ...while at the cinema?
- 4) ...while at a place of worship?
- 5) ...while at a social gathering?
- 6) ...while in the office?
- 7) ...while in bed?
- 8) ...your choice...
- 9) ...your choice...

Do you practice what you preach?

SPEAKING – SMARTPHONE ETIQUETTE 2

In pairs – When you use your smartphone, in percentage terms, how often do you read a text message / take a photo or video / receive a call / surf the web? Discuss with your partner. Is this more socially acceptable today compared to 10 or 20 years ago?

DISCUSSION

Student A questions

- 1) Are you brown-nosing senior managers? Why?
- 2) Do your peers resent and dislike you?
- 3) Are you good at networking with your superiors? How?
- 4) Are you nice to junior staff?
- 5) Do you give others credit for their ideas?
- 6) Do you steal other people's ideas?
- 7) Does your boss check his/her email while talking to you? Why?
- 8) Is bad behaviour rife in your office?
- 9) Do you have bad electronic manners?
- 10) Do you send or forward bad jokes to colleagues in the office?

WRITING / SPEAKING

In pairs - Think of five good or positive types of office etiquette. Write them below. Talk about them!

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

SPEAKING - ROLEPLAY 2

In pairs - *Student A* is a reporter. *Student B* is someone in the street who works in an office nearby. *Student A* is talking to *Student B* in the street about bad or rude office etiquette. 3 mins.

WRITING / SPEAKING

In pairs. On the board write as many words as you can about '**Bad Office Etiquette**'. One-two minutes. Compare with other teams. Using your words compile a short dialogue together.

SPEAKING - DISCUSSION

Allow 5-10 minutes – As a class.

Discuss the following...
Good and bad or rude office etiquette

The teacher can moderate the session.

DISCUSSION

Student B questions

- 1) Do you listen to what is said to you?
- 2) Do you talk over someone?
- 3) Do people turn off when you are talking?
- 4) Do you ask intelligent questions?
- 5) Do you suffer from passive aggressive behaviour?
- 6) Do you interrupt a colleague who might annoy you?
- 7) Do you like cheap victories over colleagues?
- 8) Are you superior to your colleagues?
- 9) Do you act in the way you do in the office in order to get a promotion?
- 10) Did you like this discussion?

GAP FILL: READING

Bad Office Etiquette – part 1

Today, let's talk about bad office etiquette. We'll discuss many things; including checking your phone while talking to a colleague to not buying a round of coffees...

It's incredible just how many (1)___ check their emails while talking to their staff. Does yours? It's bad manners, but everyone does it!

Bad behaviour at work is (2)___! Nobody likes to (3)___ bad behaviour and we probably do it without thinking. Many of us have bad electronic (4)___ . Some people might steal other people's ideas.

You might (5)___ from poor email (6)___ . One example of this is sending or forwarding bad jokes. Be careful! That (7)___ email you send might be treated marginally higher than spam.

Do you listen to what is being said to you? Do you talk over someone? Do people turn off when you are talking? Do you ask (8)___ questions?

intelligent / important / etiquette / admit / bosses / suffer / rife / manners

Other people might suffer from passive aggressive behaviour. They might interrupt a colleague who might annoy them. They also might like cheap victories over (1)___ . Some office staff like to think they are (2)___ to their fellow workers. Perhaps they act this way in order to get a promotion. They might be brown-nosing senior managers. As a result their (3)___ might (4)___ and dislike them.

Are you good at (5)___ with your (6)___? How? Are you nice to (7)___ staff? Being nice and positive could pay dividends for you in the future. Do you give others credit for their ideas? Perhaps you steal other people's ideas? This could be a bad move, as others might start a (8)___ campaign against you. It could also make you look an idiot if you can't explain the idea further. In the next lesson (part 2) we will look at more bad or rude office etiquette...

junior / resent / whispering / superiors / networking / peers / superior / colleagues/

GAP FILL: GRAMMAR

Bad Office Etiquette – part 1

Today, let's talk about bad office etiquette. We'll discuss (1)___ things; including checking your phone (2)___ talking to a colleague to not buying a round of coffees...

It's incredible just how many bosses check their emails while talking to (3)___ staff. Does yours? It's bad manners, but everyone does it!

Bad behaviour at work is rife! Nobody likes to admit bad behaviour and we probably do it without thinking. Many of us have bad electronic manners. (4)___ people might steal other people's ideas.

You might suffer from poor email etiquette. One example of this is sending or forwarding bad jokes. Be careful! (5)___ important email you send (6)___ be treated marginally higher (7)___ spam.

Do you listen to what is being said to you? Do you talk over someone? Do people turn off (8)___ you are talking? Do you ask intelligent questions?

when / that / while / than / some / might / many / their

Other people might suffer from passive aggressive behaviour. They might interrupt a colleague (1)___ might annoy them. They also might like cheap victories over colleagues. Some office staff like to think they are superior to their fellow workers. Perhaps they act this way in order to get a promotion. They might be brown-nosing senior managers. As a result their peers might resent and dislike them.

Are you good at networking with your superiors? (2)___? Are (3)___ nice to junior staff? Being nice and positive could pay dividends (4)___ you in the future. Do you give others credit for their ideas? Perhaps you steal other people's ideas? This could be a bad move, (5)___ others might start (6)___ whispering campaign against you. It could also make you look an idiot if you can't explain the idea further. In the next lesson (part 2) (7)___ will look at more bad (8)___ rude office etiquette...

how / for / you / who / we / or / as / a



GAP FILL: LISTENING

Bad Office Etiquette – part 1

Today, let's talk about _____. We'll discuss many things; including checking your phone while talking to a colleague to not buying a round of coffees...

It's incredible _____ check their emails while talking to their staff. Does yours? It's bad manners, but everyone does it! Bad behaviour at work is rife! Nobody likes to admit bad behaviour and we probably do it without thinking. Many of us have _____. Some people might steal other people's ideas. You might suffer from poor email etiquette. One example of this is sending or forwarding bad jokes. Be careful! That important email you send might be treated _____ than spam.

Do you listen to what is being said to you? Do you talk over someone? Do people turn off when you are talking? Do you ask _____? Other people might suffer from passive aggressive behaviour. They might _____ who might annoy them. They also might like cheap victories over colleagues.

Some office staff like to think they are superior to their fellow workers. _____ way in order to get a promotion. They might be brown-nosing senior managers. As a result their peers might resent and dislike them. Are you _____ with your superiors? How? Are you nice to junior staff? Being nice and positive could pay dividends for you in the future. Do you give others credit for their ideas? Perhaps you steal other people's ideas? This _____, as others might start a whispering campaign against you. It could also make you look an idiot if you can't explain the idea further. In the next lesson (part 2) we will look at more bad or _____...

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WRITING/SPELLING

WRITING / SPEAKING

1) On the board - *In pairs/As a class*, list 20 things you can see in an office. *One-two minutes. Talk about each of them.*

2) Sentence starters - Finish these sentence starters. Correct your mistakes. Compare what other people have written.

- 1) Office etiquette _____
- 2) Bad office etiquette _____
- 3) My boss _____

3) Write down 50 words about: *Bad Office Etiquette*. Your words can be read out in class.

4) Homework - Write and send a 200 word email to your teacher about: ***Bad Office Etiquette***. Your email can be read out in class.

SPELLING

The teacher will ask the class individually to spell the following words that are in the article. Afterwards check your answers.

- 1) etiquette
- 2) discuss
- 3) colleague
- 4) incredible
- 5) manners
- 6) rife
- 7) probably
- 8) intelligent
- 9) passive
- 10) behaviour

SPELLING

Use the following ratings:

Pass = 12

Good = 15

Very good = 18

Excellent = 20

- 11) cheap
- 12) victories
- 13) aggressive
- 14) fellow
- 15) promotion
- 16) superior
- 17) peers
- 18) dividends
- 19) whispering
- 20) campaign

Bad Office Etiquette – part 1 – *20th September 2015*