



NEW BUSINESS ENGLISH 6

Lesson 5

Workplace Intervention (1)



LEARNING GOALS

- ◆ Organizing Ideas:
 - #1: Verifying Relevance and Ensuring You're on Track
 - #2: Prefacing Ideas When They Are Not Ready Yet



Warm-up

- ◆ Why is it important to organize our ideas?
- ◆ What strategies do you use when you want to organize your ideas?





To assist and support employees, the heads discuss what interventions to implement. Mary suggests setting up an EAP.

Situational Dialogue

Listen to the audio.

Peter: The poor performance of our employees is due to their heavy workloads and stress. I'd like to hear your ideas on how the company can assist employees in dealing with stress.

Mary: I'm still putting the pieces together, but one possibility is to **set up** an EAP. In the case of mental health problems, **on-site** therapists may be an option. Furthermore, we can offer employees relaxation facilities like a café or fitness center.

Peter: Good point; however, **in-house programs** are typically costly.

Copper: Just for clarification, have we discussed **Employee Assistance Program**?

Mary: Not in detail, but I heard giving employees access to short-term counseling and therapy services via EAP has proven effective for many companies nowadays.

Role-play

Do a role-play and answer the questions.

Peter: The poor performance of our employees is due to their heavy workloads and stress. I'd like to hear your ideas on how the company can assist employees in dealing with stress.

Mary: I'm still putting the pieces together, but one possibility is to set up an EAP. In the case of mental health problems, on-site therapists may be an option. Furthermore, we can offer employees relaxation facilities like a café or fitness center.

Peter: Good point; however, in-house programs are typically costly.

Copper: Just for clarification, have we discussed Employee Assistance Program?

Mary: Not in detail, but I heard giving employees access to short-term counseling and therapy services via EAP has proven effective for many companies nowadays.

Learning Goals

∴ Organizing Ideas

Strategy #1: Verifying Relevance and Ensuring You Are on Track

If you aren't sure whether something was previously mentioned:

- **Just for clarification, have we discussed...?**
- **To clarify, have we reviewed...?**

If you missed part of the conversation and would like to be filled in:

- **Sorry, I'd like to circle back to the previous discussion.**
What were your thoughts on...?
- **Could we take a moment to briefly recap the main points of our discussion thus far?**

Expressions Indicating a Period From Some Earlier Point to the Present:

- Hitherto (*Very formal*)
- Thus far (*Formal*)
- So far (*Informal*)

Learning Goals

∴ Organizing Ideas

Strategy #2: Prefacing Ideas When They Are Not Ready Yet

- This is just a thought, but what if...?
- I'm still thinking this through; however...
- I haven't figured out the logistics, but...
- I'm still putting the pieces together, but...
- I'm just brainstorming here, but...

Example Sentences:

- This is just a thought, but what if we hire an EAP provider?
- I'm still putting the pieces together, but one possibility is to set up an EAP.
- I'm still thinking this through; however, would it be possible to have a flexible schedule?

Prefacing Ideas

Prefacing ideas is when you make introductory remarks to help you be more confident even if your idea is not fully formed.

Oral Practice

Scenario:

You are in a meeting, but you left to use the restroom. When you return, your teammates are already discussing the second agenda. The chair is now soliciting suggestions for the new project. Verify the information you have missed first before giving your unplanned idea by prefacing it.



∴ Organizing Ideas

Verifying Relevance and Ensuring You Are on Track

- *Just for clarification, have we discussed...?*
- *Could we take a moment to briefly recap the main points of our discussion, thus far?*

Prefacing Ideas When They Are Not Ready Yet

- *I'm still putting the pieces together, but...*
- *I'm just brainstorming here, but...*

Employee Assistance Program Services



Financial or Legal



Substance Abuse



Personal Difficulties



Job Stress



Relationship
Difficulties



Balancing Work
and Family



Eldercare, childcare,
parenting difficulties



Domestic Violence
and Harassment



1. *How would EAP help employees?*
2. *Should every company set up or hire EAP providers? Why or why not?*

Overview

Keywords and expressions:

set up/ on-site/ in-house programs
Employee Assistance Program (EAP)

Organizing Ideas

#1: Verifying Relevance and Ensuring You Are on Track

- Just for clarification, have we discussed...?*
- Sorry, I'd like to circle back to the previous discussion. What were your thoughts on...?*

#2: Prefacing Ideas When They Are Not Ready Yet

- This is just a thought, but what if...?*
- I'm still thinking this through; however, ...*

