

afaq

StartUp 3
Listening

Unit2 – Lesson3
Page23

Have your Ss answer the lead-in questions using the "whole-class" interaction pattern.

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DO YOU LIKE HEARING COMMENTS ABOUT THE THINGS YOU DO?

Explain.




Have your Ss look at the picture. Convey the meaning and try to elicit the word. Then practice the pronunciation chorally and individually.

Teach the form of the word. Then ask some concept checking questions.



FEEDBACK

Familiarize the students with the listening part. Play the audio once to do the task.

A ▶ 02-18 Listen to the podcast. Circle the correct answer.



Managers give feedback to employees to ___ .

a. tell them they are working badly
b. help improve their performance
c. get to know them



B ▶02-18 **Read the Listening Skill. Listen again. Listen for words that signal paraphrasing. Complete the sentences.**

LISTENING SKILL Listen for paraphrasing

When you are listening to a speaker, pay attention to words that signal paraphrasing. Speakers use these words to explain something in a different way. Some of these signal words include *in other words, or, that is, which is,* and *which means.*

1. Employee feedback, _____ information about how well someone is working, is important.
2. Ask employees for feedback about their work. _____ , let them give feedback to you.
3. If you start with something positive, employees will be more open to what you have to say, _____ they will listen to your ideas.
4. Follow up with your employees. _____ , talk to them again.



C ▶02-18 Listen again. Look at the poster. Complete the sentences with the missing words.

EFFECTIVE FEEDBACK

Think about your _____ before giving feedback.

Let good _____ give you feedback.

Make a _____ with your employees.

Begin with something _____.

Don't give a poor employee too much _____ feedback.

Tell your employee what he or she isn't doing well.

Have a _____ message.

Give specific suggestions.

Follow up with your employee in a few _____

D PAIRS What are the three best suggestions on the poster in 3C? Discuss.

EFFECTIVE FEEDBACK

Think about your _goals_ before giving feedback.

Let good _employees_ give you feedback.

Make a _plan_ with your employees.

Begin with something _positive_.

Don't give a poor employee too much _positive_ feedback.

Tell your employee what he or she isn't doing well.

Have a _clear_ message.

Give specific suggestions.

Follow up with your employee in a few _days_.

Page 23, Exs. 3A, 3B, and 3C

Managers usually don't enjoy telling their employees that they're doing a bad job, but it doesn't have to be a negative experience for you or your employees. Today on *Working Smarter,* we're going to talk about how to give employees feedback—or information about how well they are working—honestly and in a way that helps employees do better at their jobs.

Before you give feedback, make sure you think very carefully about your goals for the conversation. The goal of giving feedback is to help improve someone's performance at work, not to complain or to make him or her feel bad.

Of course, it's much easier to give feedback when you have employees who work well. You'll likely have many positive things to say, and you might not be able to think of even *one thing* they need to improve. That's great! However, you should always ask them what they think about their work. In other words, let *them* give feedback to *you.* An employee may want to improve in areas that you haven't noticed. Or some may want to take classes to do their jobs better or to further their careers. Make a plan together.

But what do you do when an employee is working pretty carelessly or completes his or her tasks too slowly? This can be a difficult process, even for experienced managers.

Start with something positive. Your employees will feel more comfortable and will be open to what you have to say, which means they will listen to your ideas and suggestions. But don't go overboard and give too much positive feedback if there are many things that need to be changed. You need to have a clear message. And remember, don't be afraid to tell them what they aren't doing well. Give specific suggestions so they know exactly what they need to do. For example, say, "I want you to spend more time talking to clients. That way, you'll know more about what they need, and the company can better meet those needs."

Later, follow up with your employees. That is, talk to them again to see if they are making changes, or if they need more help. You should follow up a few days after your first conversation, so your feedback is still fresh.

If you use these ideas to give the right kind of feedback, all of your employees—good and bad—will do better at work, and will feel better in the workplace. Your business will do better, too.

READ THE SCRIPT AND UNDERLINE ANY NEW WORDS YOU DO NOT KNOW.

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AS HOMEWORK USE A DICTIONARY TO LOOK UP THE WORDS AND LEARN THEM.