

A background image showing a business meeting. Two people are seated at a wooden table. One person is holding a pen and looking at a laptop screen displaying charts and graphs. The other person is holding a pen and looking at a notepad. A coffee cup is on the table. The image is overlaid with a teal and dark blue geometric design.

NEW BUSINESS ENGLISH 6

Lesson 1

Work Overload



LEARNING GOALS

- ◆ Raising an Issue
- ◆ Workload Management



Warm-up

- ◆ What is a heavy workload?
- ◆ How would you raise this problem with your boss?





Due to the successful launching of the new product line, the demand keeps increasing, resulting in work overload for employees. The CEO is holding a meeting with the managers to discuss possible solutions to this problem.

Listen to the audio.

CEO: What problems are we having around here?

Manager: I noticed that the heavy workload due to the increasing demand for our products is causing our employees to feel tired, **burnout**, and stressed. I'm afraid it will result in **disastrous** consequences, such as decreased employee performance. It can also lead to high **turnover** and poor product quality.

CEO: So it's time we think of solutions for this problem.

Manager: What I propose is that we hold seminars on stress management and time management. We should also consider the possibility of a **flexible working** arrangement.

CEO: That's an excellent point. We'll arrange a staff meeting to get their ideas and inputs as well.

Role-play

Do a role-play and answer the questions.

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Learning Goals

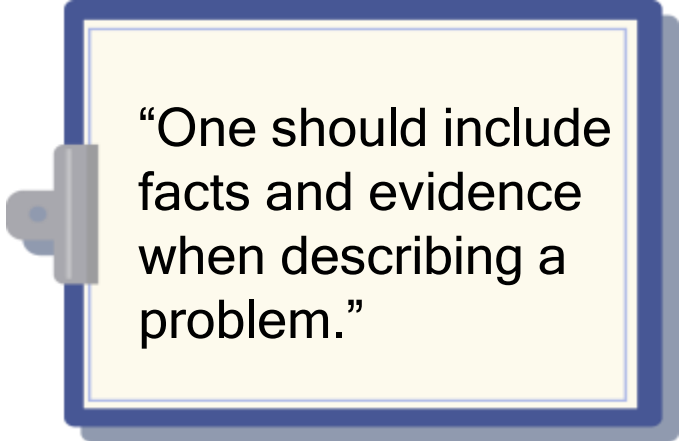
⋮ Raising an Issue

1. Describe the Problem

- I noticed that the heavy workload is causing our workers to feel stressed.
- There seems to be an **issue with** overworking.
- We have problems/ **trouble with** our CRM.

2. State Consequences

- I'm afraid it will **result in** disastrous consequences.
- It can lead to high turnover and poor product quality.
- The **consequences of** faulty CRM **are** missing key pieces of information and outdated records.



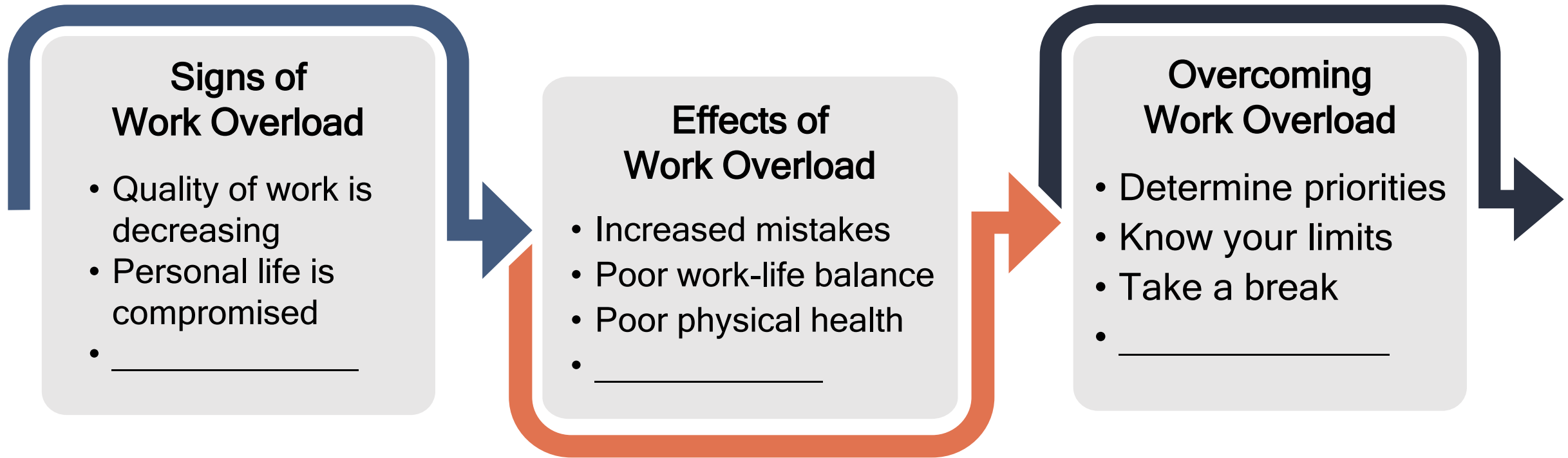
“One should include facts and evidence when describing a problem.”

3. Propose Solutions

- We should also **consider** the possibility of a flexible working arrangement.
- It would be a **good idea to** choose CRM software that directly applies to our process.
- What I **propose is** that we hold seminars on stress management and time management.

.∴ Workload Management

Work Overload is when the amount of responsibilities one has pushes the boundaries of what can realistically be done in a given role.



Oral Practice

Scenario:

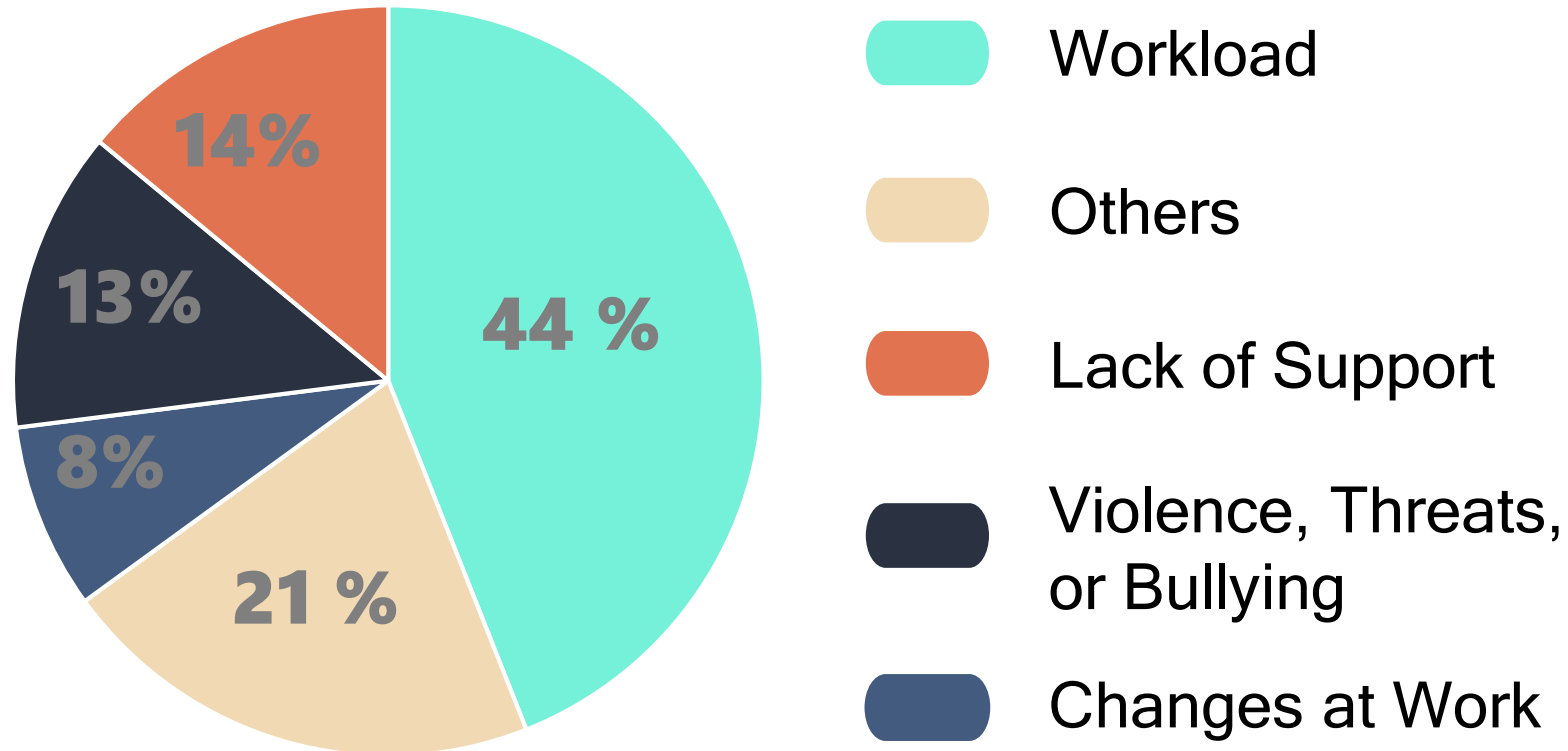
You are in a meeting. You noticed that these past few days, due to remote working, some emails tend to get lost. Discuss this problem by following the steps in raising an overall issue.



⋮ Raising an Overall Issue

1. Describe the problem
 - *I noticed that...*
2. State consequences
 - *I'm afraid it will result in...*
3. Propose solutions
 - *It would be a good idea...*

Causes of Workplace Stress



1. *What is the top stressor in your workplace?*
2. *If you were the employer, how would you solve that problem?*

Overview

Keywords and expressions:

*burnout/ disastrous
turnover/ flexible working*

Raising an issue

- *Describe the problem*
- *State consequences*
- *Propose solutions*

Workload Management

- *Signs, Effects, Ways to Overcome*

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