

Inhalt

| PAGE | UNIT | TOPICS | USEFUL LANGUAGE AND SKILLS |
|------|----------------------------------|--|---|
| 5 | 1 Recruitment | Job descriptions Person specifications Recruitment sources and advertising | The language of job descriptions Exchanging information Making suggestions Agreeing and disagreeing |
| 14 | 2 Selection | Job advertisements A curriculum vitae The job interview Ageism | Arranging an appointment The language of interview questioning Establishing rapport |
| 24 | 3 Employee relations | Employment contracts Disciplinary and grievance procedures Health and safety at work – stress and workplace injuries | The language of contracts Writing offer and rejection letters Giving and requesting information |
| 33 | 4 HR development | HR development practices Dealing with staff problems Appraisal interviews and reports Training courses Equal opportunities and diversity | Making recommendations The language of appraisal interviews (diplomatic language, softening disagreement) |
| 42 | 5 Reward and remuneration | Salaries and fringe benefits Salary reviews | Asking for and giving feedback Clarifying Agreeing and disagreeing Interrupting Talking about figures and numbers |
| 50 | 6 Industrial relations | The role of trade unions Labour relations A wage negotiation | The language of negotiating (persuading, bargaining) |

| PAGE | APPENDIX |
|------|--------------------------------------|
| 58 | Test yourself! |
| 60 | Partner files Partner A |
| 62 | Partner files Partner B |
| 64 | Answer key |
| 70 | Transcripts |
| 74 | A–Z word list |
| 78 | Glossary |
| 80 | Model letters |
| 85 | Useful phrases and vocabulary |
| 87 | Useful verbs in context |