

Employee Satisfaction Survey Review

1. Role-Play Dialogue (Approximately 10 minutes)

Characters:

- **Sarah (HR Manager)** – Responsible for analyzing employee satisfaction survey results.
- **Michael (Department Head)** – Concerned about improving employee morale and retention.

Dialogue:

Sarah: Good morning, Michael. I've just finished reviewing the latest employee satisfaction survey results, and I'd like to discuss some key points with you.

Michael: Good morning, Sarah. I assume there are both positive and negative aspects. What stands out the most?

Sarah: Yes, while overall satisfaction is stable, we've seen a noticeable decline in engagement and work-life balance ratings. Many employees feel that their workload has increased significantly over the past year.

Michael: That's concerning. If we address these concerns, then we could improve overall satisfaction and possibly reduce turnover.

Sarah: Exactly. One suggestion from the survey was implementing more flexible work arrangements, such as hybrid work options or compressed workweeks.

Michael: That makes sense. However, some teams require in-person collaboration. Do you think we could implement flexibility while maintaining productivity?

Sarah: We could conduct a pilot program to assess its effectiveness. If the results are positive, then we might consider expanding it across all departments.

Michael: That sounds reasonable. What other feedback did employees provide?

Sarah: Many employees mentioned a lack of career development opportunities. They feel that without a clear path for growth, motivation decreases.

Michael: I see. If we invest in more training programs and mentorship, then we may see a boost in morale and performance.

Sarah: Agreed. I'll draft a proposal with actionable recommendations and share it with leadership. Thanks for your input, Michael.

Michael: Thank you, Sarah. Let's work together to implement these improvements.

2. Comprehension Questions and Sample Answers (Approximately 5 minutes)

1. What issue did Sarah highlight in the employee satisfaction survey?

Employees reported declining engagement and work-life balance due to increased workloads.

2. What suggestion was made to improve work-life balance?

Implementing flexible work arrangements such as hybrid schedules or compressed workweeks.

3. How does Michael propose addressing career development concerns?

He suggests investing in training programs and mentorship opportunities.

4. What next step does Sarah plan to take?

She will draft a proposal with actionable recommendations and present it to leadership.

3. Teacher's Lesson Points (Concise Version)

Pre-Class Preparation:

- Review the dialogue, key vocabulary, and grammar points (modal verbs and conditionals).
- Be prepared to explain additional business-related details as needed.

Introduction (2–3 minutes):

- Begin with a short discussion: “*Why is employee satisfaction important in a company?*”
- Introduce the lesson objectives: vocabulary, conditionals, and modal verbs.

Reading & Analysis (10 minutes):

- Have the student read the dialogue aloud.
- Focus on pronunciation, intonation, and natural conversational flow.
- Highlight key grammar structures (e.g., *If we address these concerns, then we could improve satisfaction.*)

Comprehension Check (5 minutes):

- Ask the comprehension questions.
- Provide immediate feedback and clarification where necessary.

Role-Play Practice (Remaining Time):

- Conduct a role-play session where the teacher takes one role (HR Manager) and the student another (Department Head).
- Encourage the student to use key vocabulary and grammar structures.

Wrap-Up (2–3 minutes):

- Summarize key vocabulary and grammar points.

- Assign a homework task: *Prepare a short proposal on how to improve employee satisfaction using modal verbs and conditionals.*