

Employee Training and Upskilling Program Discussion

1. Role-Play Dialogue Text (Approximately 10 minutes)

Characters:

- **HR Manager**
- **Head of Operations**

Context: A meeting between the HR Manager and the Head of Operations to discuss the benefits of an employee upskilling program.

HR Manager: Thank you for joining this discussion. As you know, our company is focusing on improving employee performance. If we invest in upskilling, then we could improve overall efficiency and job satisfaction.

Head of Operations: That makes sense. But what specific skills should we prioritize?

HR Manager: Based on our recent employee feedback, digital literacy, project management, and leadership skills seem to be in high demand.

Head of Operations: I see. If we provide digital literacy training, then employees will be able to adopt new technologies more efficiently.

HR Manager: Exactly. And if they enhance their project management skills, they could complete tasks more systematically, reducing bottlenecks.

Head of Operations: That's a valid point. Do we have a budget allocated for this program?

HR Manager: Yes, but we need to decide whether to use in-house trainers or outsource the training.

Head of Operations: If we use in-house trainers, then we could tailor the training to our company's needs.

HR Manager: True, but if we outsource, then employees would learn from industry experts with broader experience.

Head of Operations: That's something we need to evaluate. We also have to consider scheduling. If we arrange sessions during work hours, then productivity could decline temporarily.

HR Manager: That's why we should offer flexible options, such as online courses or weekend workshops.

Head of Operations: That sounds like a great approach. Let's finalize a proposal and present it to senior management.

HR Manager: Agreed. I'll draft the proposal, and we can review it together next week.

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

1. What are the main skills mentioned in the discussion?

Sample Answer: The main skills mentioned are digital literacy, project management, and leadership skills.

2. Why does the HR Manager suggest upskilling?

Sample Answer: The HR Manager suggests upskilling to improve efficiency, job satisfaction, and overall employee performance.

3. What are the advantages and disadvantages of using in-house trainers?

Sample Answer: In-house trainers can tailor the program to company needs, but external trainers provide broader industry expertise.

4. What scheduling concerns are mentioned?

Sample Answer: If training is scheduled during work hours, productivity may decline, so flexible options like online courses or weekend workshops are suggested.

3. Teacher's Lesson Points (Concise Version)

Pre-Class Preparation:

- Review key vocabulary: upskilling, digital literacy, project management, leadership, outsourcing, bottlenecks, productivity.
- Be prepared to explain conditionals (if-then statements) and modal verbs (could, should, would, may).

Introduction (2–3 minutes):

- Start with a short discussion: "Have you ever taken professional training? How did it help you?"
- Introduce lesson objectives: discussing training programs, conditionals, and business vocabulary.

Reading & Analysis (10 minutes):

- Have the student read the dialogue aloud.
- Focus on pronunciation, intonation, and natural flow.
- Highlight key phrases and grammar structures.

Comprehension Check (5 minutes):

- Ask the comprehension questions.
- Provide feedback and discuss responses.

Role-Play Practice (Remaining Time):

- Assign roles (HR Manager and Head of Operations).
- Have the student practice the conversation.
- Encourage improvisation using key vocabulary and conditionals.

Wrap-Up (2–3 minutes):

- Summarize key vocabulary and grammar points.
- Assign homework: "Write a short proposal outlining an upskilling program for your company. Use at least three conditional statements."