# IELTS READING LESSON 8-08-2018
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**Lesson Objective**

The student shall be able to use "power words" as part of their oral vocabulary, read and comprehend both social and business language and demonstrate effective oral communication skills. Evaluation Criteria: Ability to understand definitions of English vocabulary

## Section One Vocabulary

➢ Match the correct word in column A with the definition in column B, then use in a sample sentence

| Column A | Column B |
|---|---|
| **VOCABULARY** | **DEFINITION** |
| 1. **Malaise** (Noun) mal·aise \ mə-ˈlāz , ma- , -ˈlez \ | **A.** Relating to, characteristic of, or marked by. |
| 2. **Ripple** (verb) rip·ple \ ˈri-pəl \ | **B.** To act in accordance with prevailing standards or customs. |
| 3. **Skeptical** (adjective) skep·ti·cal \ ˈskep-ti- kəl \ | **C.** A separate division or section. |
| 4. **Reprimand** (noun) rep·ri·mand \ ˈre-prə-ˌmand \ | **D.** Is used to indicate the general state of discomfort, fatigue or disease. |
| 5. **Cubicles** (noun) cu·bi·cle \ ˈkyü-bi-kəl \ | **E.** To utter or play with a slight rise and fall of sound. |
| 6. **Conform** (verb) con·form \ kən-ˈfȯrm \ | **F.** A small partitioned space; especially: one with a desk used for work in a business office. |
| 7. **Compartment** (noun) com·part·ment \ kəm-ˈpärt-mənt | **G.** A trench, pit, or especially a tall cylinder (as of wood or concrete) usually sealed to exclude air and used for making and storing silage. |
| 8. **Silo** (noun) si·lo \ ˈsī-(ˌ)lō \ | **H.** A formal assertion of illegality. |
| 9. **Resentful** (adjective) re·sent·ful \ ri-ˈzent-fəl \ | **I.** a severe or formal reproof |
| 10. **Breed** (verb) \ ˈbrēd \ | **J.** of or relating to an enemy |
| 11. **Hostile** (adjective) hos·tile \ ˈhä-stəl , -ˌstī(-ə)l \ | **K.** to interfere with or slow the progress of |
| 12. **Intimidating** (adjective) \in·tim·i·dat·ing \ in-ˈti-mə-ˌdā-tiŋ \ | **L.** any face or aspect of something |
| 13. **Façade** (noun) fa·cade \ fə-ˈsäd | **M.** causing feelings of fear, awe, or timidity |
| 14. **Impede** verb im·pede \ im-ˈpēd | **N.** to produce |
| 15. **Charge** (noun) \ ˈchärj \ | **O.** full of resentment : inclined to resent |

## Section Two
**Reading Comprehension and Pronunciation skills.**

**Evaluation Criteria**: Ability to effectively read and comprehend written English in a social or business environment.

## ARTICLE A
## The 5 Most Successful Work Environments (and the 5 Worst)

There are hundreds of different work-environment characteristics: Some can be easily measured and quantified -- examples being the amount of office space available and the color of the walls. And some are more qualitative -- such as general feelings of <u>malaise</u> or enthusiasm that may be <u>rippling</u> through employees.

Like any entrepreneur, you want the "best" environment, one that will allow your team members to operate at their most productive level and remain satisfied with their jobs for years to come.

Unfortunately, there's no single "best" work environment. Any one workplace can have characteristics of multiple environments, and how you string them all together depends on your brand, culture and the attitudes of those you work with.

To point you in the right direction, however, I've listed below of some of the best and worst work environments I've encountered -- as an employee, an entrepreneur and consultant.

### First, the best:
### 1. The 'open skeptic' environment

In a <u>skeptical</u> environment, everything is questioned because questions are encouraged. When someone suggests a new marketing strategy, someone else asks why it would work better than the alternative. Questions feed discussion, and because everyone's asking questions, everyone is moving the company forward. Nobody is judged or <u>reprimanded</u> for his or her ideas, and all ideas are considered equally.

### 2. The individual-focused environment

In an individual-focused environment, the office offers individuals flexibility to <u>customize</u> their own working styles. Some individuals may be allowed to work from home if that doesn't interfere with their productivity. Others may have flexible hours, and still others may customize their desks and furniture however they like. Everyone works differently, and this environment recognizes and celebrates that fact.

### 3. The no-walls environment

The no-walls environment is all about keeping the team together. There are no offices or enclosed <u>cubicles</u> (or if there are, the doors are open), so employees can speak freely with one another. These environments usually have a common break room, and team-building events to inspire cooperation and mutual appreciation.

### 4. The mutual-feedback environment

This environment favors honest feedback above all other forms of communication. When a worker needs to improve, he or she is told about it. When a boss' approach is unproductive or inefficient, that communication is made, too. People trust one other to give, listen to and act on mutual feedback, and everyone can improve as a result.

### 5. The unified environment

The unified environment allows people to operate as individuals, but still focus on succeeding as a team. This type of environment usually sets "team" goals and allows people to work together in smaller groups to accomplish team tasks. Employees are focused on working together, and individually hold themselves accountable for the quality of their work.

### Then, of course, we have the worst:
### 1. The 9-to-5 environment

A "9-to-5" environment describes more than just working hours; it's a mentality that says all work needs to <u>conform</u> to certain expectations. Overly strict timetables, strict dress codes, strict protocols, plus strict operations, only restrict the creativity and individuality of your team members.

### 2. The 'compartment' environment

The <u>compartment</u> environment is the dark twin of the individual-focused environment. Rather than giving individuals flexibility to grow and change, this negative environment forces individuals into <u>silos,</u> closing them off from the group and

forcing them to act as individuals. Doing so ruins your hope of achieving a team mentality and leaves individuals feeling isolated and <u>resentful.</u>

### 3. The sink-or-swim environment

In a sink-or-swim environment, there is either success or failure, with no in between (and usually, failure is unacceptable). This black-and-white view doesn't allow people to learn from their mistakes, or recognize that despite reaching a goal, their process could be improved. Real life has gray areas; your office should too.

### 4. The punitive environment

The punitive environment forgoes rewarding good behavior but still penalizes bad behavior. There are consequences for missed goals or breached procedures, but no rewards for exceptional performance. Such an environment <u>breeds</u> motivation by fear, which is inherently inferior to motivation by enthusiasm.

### 5. The class-system environment

In the class system, some employees are objectively better than others: Bosses can't be questioned, leaders can't be challenged and employees must submit to whatever they're told. This environment breeds resentment, and loses focus on ideas and cumulative productivity.

When it comes to maximizing the satisfaction and productivity of your employees, these are some of the best and worst environments I've ever seen. Hopefully, you can recognize some of these characteristics in your own place of business, and learn from their effects on your team.

Your office doesn't have to be perfect, nor does it have to conform to any one set of expectations, but it does have to give your employees everything they need to feel appreciated, and motivated to work hard.

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## ARTICLE B
### What is a Hostile Work Environment?

**A.** Employees should be able to come into a positive, healthy work environment each day. Unfortunately, many people struggle with hostile work environments.
Read below for a definition and examples of a hostile work environment, and advice on dealing with a hostile work situation.

#### What is a Hostile Work Environment?
A hostile work environment is a workplace in which unwelcome comments or conduct based on gender, race, nationality, religion, disability, sexual orientation, age or other legally protected characteristics unreasonably interfere with an employee's work performance or create an <u>intimidating</u> or offensive work environment for the employee who is being harassed. This conduct can severely diminish an employee's productivity and self-esteem both in and out of the workplace.

**B.** A hostile work environment is created when anyone in a workplace commits this type of harassment, including a co-worker, a supervisor or manager, a contractor, client, vendor, or visitor.
In addition to the person who is directly harassed, other employees who are impacted by the harassment (by hearing or viewing it) are also considered victims. They too might find the work environment intimidating or hostile, and it might affect their work performance. In this way, bullies and harassers can affect many more people than just the targeted employee.

**C. Examples of a Hostile Work Environment**
Harassment in the workplace can take on many different <u>facades</u>. Harassers may make offensive jokes, call victim's names, threaten fellow employees physically or verbally, ridicule others, display offensive photographs, or <u>impede</u> on another person's work throughout the day.
Harassment might be based on race, color, religion, sex, pregnancy, gender, nationality, age, physical or mental disability, or genetic information. While people are often most familiar with the concept of sexual harassment in the workplace, there are many other types of workplace harassment.

**D. Hostile Work Environments and the Law**

Law related to a hostile work environment is enforced by the Equal Employment Opportunity Commission (EEOC). Harassment becomes unlawful when either the conduct becomes a requirement to continued employment (or if it affects an employee's salary or status), or the conduct is considered hostile, abusive, or intimidating.

Any individual who believes that his or her employment rights have been violated may file a <u>charge</u> of discrimination with the EEOC. Charges are filed in three ways: by mail, in person, and by telephone. You have to file your complaint within 180 days of the incident. There are some opportunities for extension, but it's good to file as soon as possible.

**E.** It is important to inform yourself about the definition of unlawful harassment in the workplace before filing your claim with the EEOC. The organization's website has an online assessment tool that can help to determine if they will be able to help the situation at hand.

If the EEOC is unable to solve your problem within six months, or if you feel as if your case is not being handled properly, you can contact a lawyer to discuss other possibilities.

Employers are usually held liable for harassment caused by a supervisor or co-worker unless they can prove that they tried to prevent it or that the victim refused the help provided to them.

**F. Other Steps to Take**

If you do not want to file a claim or contact a lawyer, but you find the work environment unbearable, you might consider other options. One is to solve the issue you are having with the person or persons making the work environment hostile. You might speak to your company's human resources office for advice on setting up a meeting or mediated conversation between you and the other party.

If staying at your workplace is unbearable, you might also consider resigning from your job. However, even if you are extremely unhappy at work, it is important to resign gracefully and professionally. You never know when you will need a recommendation or letter of reference from your boss, and a graceful exit will help you get a positive review.