

ВІННИЦЬКИЙ КООПЕРАТИВНИЙ ІНСТИТУТ

Кафедра гуманітарних, економічних та фінансово-облікових дисциплін

ОК2. Ділова іноземна мова

(код і назва навчальної дисципліни)

Завдання для проведення лекційних занять

з методичними рекомендаціями

рівень вищої освіти	Другий (магістерський) рівень
галузь знань	07 «Управління та адміністрування»
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освітньо-професійна програма	«Менеджмент»
компонент освітньо-професійної програми	нормативна
Мова викладання	англійська

Завдання для проведення лекційних занять з методичними рекомендаціями навчальної дисципліни «Ділова іноземна мова» для здобувачів другого (магістерського) рівня за спеціальністю 073 Менеджмент.

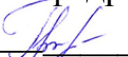
Освітньо-професійна програма: Менеджмент

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Завдання для проведення лекційних занять з методичними рекомендаціями розглянуті та схвалені на засіданні кафедри гуманітарних, економічних та фінансово-облікових дисциплін

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В.о. завідувача кафедри кафедра гуманітарних, економічних та фінансово-облікових дисциплін  к. е. н., Тетяна ГРИНЧУК

«30» серпня 2023 р.

ВСТУП

Метою курсу лекцій з дисципліни «Ділова іноземна мова» є розвиток навичок ділового спілкування в усній та письмовій формі у професійно детермінованих ситуаціях.

Основою навчальних матеріалів є тексти, аудіо- та відоматеріали наукового, науково-популярного та ділового жанру, відібрані з сучасних Інтернет ресурсів.

Завдання курсу – удосконалити навички студентів висловлювати свої думки іноземною мовою у вигляді діалогічних та монологічних висловів, а також сформувати у студентів комплексні теоретико-прикладні іншомовні компетенції у галузі менеджменту, які цілком узгоджуються з основним курсом менеджменту, що вивчається.

Зокрема, тематика текстів та аудіо-відео матеріалів, спрямованих на розвиток навичок аналітичного читання, сприйняття інформації на слух та вміння висловити думку з приводу почутого, написання резюме, створення змістовних презентацій, організації зборів, проведення переговорів та ділового листування, є ретельно відібраною також з метою розвитку навичок критичного мислення, технік самовдосконалення, застосування психологічних та емоційних засад ділового спілкування, поглибленого знання основ міжкультурної комунікації, етики ефективного спілкування у сучасному глобальному бізнес-просторі.

Перелік тем, що складають основу курсу лекцій, включає наступні:

- Що таке «ефективна» комунікація; комунікаційні стратегії в менеджменті;
- Як розвинути навички успішної комунікації; типи комунікації;
- Удосконалення управлінських навичок; важливість налагодження бізнес-контактів; засоби пошуку ділових контактів (платформи, мережі, сайти);
- техніки успішного спілкування в мережі;
- Особливості та виклики проведення зустрічей та переговорів у бізнесі;
- Як розвинути навички ведення перемовин;
- Подолання типових труднощів під час переговорів, зустрічей та при їхньому плануванні;
- Особливості робочого середовища, виклики та ризики, яке воно може створювати; управлінські виклики.

Практичні завдання до курсу містять автентичні матеріали, спрямовані на розвиток загальної ерудиції, лінгвокультурні та соціокультурні знання, необхідні для успішної інтеграції у глобальний простір.

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ЛЕКЦІЯ 4. РОБОЧЕ МІСЦЕ І УПРАВЛІНСЬКІ ВИКЛИКИ.
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MODULE 1. LECTURE 1.

EFFICIENT COMMUNICATION AND COMMUNICATION MANAGEMENT STRATEGIES.

I. Here's a piece of information on what communication is and how people usually interpret it, suggested by a famous American certified trainer in communication Laurie Brown.

“Everything works better when communication works better”.

Laurie Brown

Many people want to know what *effective communication* is and what it means to have effective communication skills. The answer involves several elements. Effective communication means that your ideas and concepts are being heard and people are acting upon them.

A. Defining ‘effective communication’.

When it comes to defining *effective communication*, it also means you are able to listen, understand, and take action on what other people say. This is the definition of effective communication and how a department, team or company builds success by understanding what needs to be done and doing it!

The exchange of information is only one aspect of effective communication. Understanding the motivations and feelings that underlie the information is important.

It seems obvious that good communication would come naturally. But far too frequently, when we try to interact with others, something goes wrong. Misunderstandings, dissatisfaction, and disagreements happen when we say one thing and the other person hears something different.

The hard part about understanding the *effective communication* definition in business is that people often don't know they are not conversing clearly. If you ask, most people will tell you they have strong *effective communication* skills. However, misunderstandings are common. So, you need to identify and eliminate possible bad habits, which will help you better connect with others and convey your meaning.

B. What is Effective Communication Today?

What is good communication today? Effective communication today is more difficult than in the past because there are so many more ways to connect. You would think **getting your point across** would be easier, but that is not the case. This makes it crucial to develop effective communication skills to ensure others understand what we're trying to say.

Since effective communication skills give you a deeper understanding of what others want and how to deliver information to them, it builds strong work and personal relationships. Your **work environment** and personal life both naturally improve as others come to feel heard and understood by you.

With texting, email, **instant messaging**, Slack, Teams, and cellular phones, the options to communicate are **overwhelming**. To keep up with and respond to so many sources complicates the effective communication process. In addition, the habit of **multi-tasking** has **completely derailed good listening skills** as people pay attention far less while trying to do more than one thing.

With so many more choices of how to effectively communicate, it is important that you choose words carefully because things can **get easily misinterpreted**. If you're unclear about a message, be sure to **ask for clarification to avoid any confusion**.

For constant effective communication, always stay engaged and make sure to listen to understand.

C. Why Do You Lack Effective Communication Skills?

When we have good communication, we endanger both ourselves and others around us. Here are some typical barriers that might be preventing you from communicating effectively:

Stress : Stress can lead to a habit of **unhealthy behavior** where you misinterpret other people and **send conflicting messages**. You can develop effective communication skills by calming down before **resuming a conversation** in order to prevent conflict and misconceptions.

Lack of focus : You won't be able to **communicate clearly** if your thoughts aren't on the discussion you're having. Effective communication means you are focused and **avoiding other distractions**.

Negative Body Language : If you don't agree with someone, you might **be tempted to** shake your head, roll your eyes, or cross your arms. It's still important to communicate positively to prevent putting the other person down and sending negative signals. This is key to developing effective communication skills.

D. Characteristics of Effective Communication.

We need to **deconstruct communication**. In its simplest form, communication involves a **sender and a receiver**. Messages are sent from the sender to the receiver. The receiver receives them. Sounds simple, right? Not so fast, the message is being sent via different channels.

Whether a message is sent face-to-face, over the phone, or through an email, slack, or text message, each of these methods can lead to miscommunications of varying degrees. Effective **verbal communication** is essential for **conveying a message**, and strong listening skills are required for understanding that message.

Face-to-Face Communication

When we are face-to-face, the receiver can see the sender's **facial expressions** and **body language**, which increases effective communication. He or she can also hear the tone of the sender's voice. This gives more context to the conversation. It also allows the sender to determine whether their message has been received by reading the recipient's facial expression. The positives of face-to-face communication do not eliminate the negatives.

Phone Communication

As with face-to-face communication, the receiver hears the tone of voice, but both parties lack the visual aspect of communication that is needed for effective communication. If the sender is tired or upset (even if the upset is unrelated to the

content of the message) the receiver may **misunderstand the message** which doesn't lead to effective communication.

Text, Email or Slack Communication

Texts, emails or slack messages lack a great deal of the context we get from visuals (body language, facial expressions) and vocals (tone of voice). The person reading it will read it in their own tone of voice, which may or may not be what the sender intended. There are many ways a message can be misunderstood or misinterpreted. Each person enters a conversation with their own filters, through which they send and receive messages.

Our filters are affected by many factors, such as our education, our culture, our background, our **biases**, our knowledge of the topic, and our mood. Thus, they can affect how the message is interpreted. So, in order to have effective communication, it's important to be face-to-face so that you can hear the other person's voice and observe their body language.

E. Styles of Communication

We each have a different style of communication, which is another barrier. Maybe you are someone who prefers **bullet points**, maybe you like to tell long stories, maybe you prefer facts and graphs, or maybe you prefer gentle respectful communication. Each of these styles will impact how your message is sent and received.

How can you ensure your message is received the way you intended? The first step to effective communication is to make sure you are being as clear as possible. You should plan your message in advance. That is particularly true if this is a significant conversation. Ask yourself, what outcome am I trying to achieve?

When our conversation is finished, what do I want the other person to think, feel, or do? The more clear your intentions are, the more likely you are to achieve your goal of effective communication. If you are going to talk about something important, you may want to write it down. Before sending written communications, you should ask someone else to take a look at them.

F. Checking for understanding

Next step toward effective communication, check for understanding. There are a number of ways to accomplish this. The simplest is to ask. "Was I clear?" "What do you think about what I said?", "Do you have any questions?" This isn't 100% effective, the receiver might "think" they understand, but still get it wrong.

In-person, you may also **keep an eye out for cues** in people's body language and facial expressions. Is there **tension between the eyebrows**? That could mean that they are confused or maybe upset.

Providing Context

Communicating effectively requires that you provide context at the outset. Too often we jump into a conversation **mid-thought**. Your morning might have been filled with nothing but thoughts about what you wanted to talk about. That means the context is crystal clear to you. The listener, however, may have been thinking about something entirely different, and they may take a bit of time getting up to speed.

For effective communication, give a bit of background on what you will discuss at the beginning of your conversation. Consider answering the following unasked questions: "Why are you talking to me?" "Why is this important?" "What background information do I need to know?" With the help of these questions, you can improve your effective communication skills and reduce the likelihood of future misunderstandings. But, of course, sending the message is only half the battle. Receiving the message is equally important.

Listening

What can you do to be the best listener? First of all, remove all distractions. Turn off your phone, close your computer, and turn off slack notifications. Clear your mind of other issues. I call it clearing out your mental Rolodex. If possible take notes.

Listen to understand, not confirm what you think you are going to hear to achieve effective communication. Ask questions to confirm understanding. Your job as a listener is to be 100% present, which isn't as easy as it sounds. We are humans and it is almost impossible to be 100% present. At any moment, our stomach might growl and we start thinking about lunch or a thought about something else crosses our mind and we stop listening as effectively.

In addition, the habit of multi-tasking has completely **derailed effective communication skills** and good listening skills as people pay attention far less while trying to do more than one thing. If you are reading emails while listening on the phone, I guarantee you will miss important details. It may feel like it is more efficient to multitask. It is not. The best we can do is rapidly process between the email and the conversation.

With so many more choices of how to communicate, it is important that you choose words carefully because things can get easily misinterpreted. If you're unclear about a message, be sure to ask for clarification to avoid any confusion. As stated earlier, effective communication means staying engaged and making sure you listen to fully understand.

G. How can I be a more effective communicator?

If you are seeking to become a more effective communicator here are some tips:

Listen more than talk: When we talk more than listen we miss an opportunity to learn. The other person will also perceive you more positively. Effective communication skills mean having good listening skills.

Stop multitasking: As I said before, we can't effectively multitask, even if we think we can. You will be missing important information.

Proofread emails: I know we are in a fast paced world. We think fast is better than perfect. In the email world, (especially because emails can live forever) you risk your reputation as well as the reputation of your company. Always proofread emails to ensure effective communication.

Plan your outcome: Take time before any important discussions to plan what you are going to say and what you are hoping to accomplish during the conversation. The more clear you are before your conversation the more clear the conversation will be, resulting in effective communication.

If you want to do more to be a better communicator: Ask your family members or colleagues, "What are my strengths and weaknesses regarding communication?"

You may learn that you have significant gaps in your ability to communicate. If that is the case, start working on ONE element of communication. You can work to improve your email skills, or practice your listening skills, or practice giving better presentations.

II. Explain the bold type words and make up sentences with them.

III. Comment on the main idea reflected in each part of the text (A,B, C, D, E, F, G).

IV. How do you think what positive outcomes of effective communication are? Make up a list, then proved the short-listed ones. Substantiate your choices.

V. Comment on the quote by L. Brown “*Everything works better when communication works better*”. Would you suggest your own one?

VI. Read the paragraph below on what effective communication leads to. Do you agree with the author? Do her conclusions coincide with the ones suggested by you?

Improved communication leads to a variety of positive outcomes such as greater efficiency, more completed projects, and better relationships. Effective communication is the key to collaborative work so you can work through any struggles as a team and come out of it stronger.

When everyone is clear of their own tasks and responsibilities, the workflow runs smoothly. Plus, when employees feel comfortable speaking their minds and voicing their opinions, relationships improve, work ethic improves, and productivity increases.

Non-verbal effective communication skills are just as important as verbal communication skills. Active listening supports work culture, boosts relationships, and makes employees more effective. Good listening ensures departments work well internally and with other departments as well. This is vital for ensuring people feel heard and acknowledged.

VII. Make up a summary of max. 100 words on what communication and effective communication are.

Resources:

1. Laurie Brown Communications. Leading engaging programs that make a difference. <https://lauriebrown.com/about-laurie-brown-effective-communication-expert/>
2. Laurie Brown Communications. <https://lauriebrown.com/category/videos/>

3. Khushboo Sinha Importance of Communication in Management: 13 Importances
<https://www.yourarticlelibrary.com/management/communication/importance-of-communication-in-management-13-importances/64033>
4. The Business communication Role of communication in management
<https://thebusinesscommunication.com/role-of-communication-in-management/>
5. 56 inspiring team communication quotes <https://www.indeed.com/career-advice/career-development/team-communication-quotes>
6. 11 communication quotes and sayings for businesses
<https://www.marketing91.com/communication-quotes/>
7. Kashyap S. 9 Effective Communication Strategies to Connect Better with Your Team <https://www.proofhub.com/articles/communication-strategies>

MODULE 1.

LECTURE 2. IMPORTANCE OF SETTING BUSINESS CONTACTS

I. Discussion task:

- Where and how do business people usually meet new partners and tie contacts?
- Which type of networking is more effective: offline or online? Why?
- Why do different target groups matter in networking? Think of the most/less/least popular or widespread groups.

II. Get acquainted with the introductory information on importance of contacts in doing business. How does it correlate with making contacts in managerial work? Would you like to add anything up to it?

With each new **valuable contact**, you **take an extra step** to future-proofing your career and business against **unpredictability** and fast-changing markets and demands.

As a professional, the right business contacts can help you develop your career, **reach new opportunities**, and **leverage your personal brand**.

For your company, business contacts are necessary to share or exchange resources and **power up your products or services with** integrations from other businesses. New contacts also **impact your business' brand awareness**, the **growth of potential leads**, and the **enrichment of your customer base** with more people from your **target market**.

People you interact with can also become providers and help you **find solutions to problems or risks you're facing**. These contacts **are key to** optimize your team, product, or service.

II. Consider the phrases in bold type from Task I. Make up your own sentences with them.

III. So, you know now that business contacts are important. But where can you actually find them? Here're some tips. Study the suggested ideas and explain what they may imply.

HOW TO FIND BUSINESS CONTACTS

Even if you're working from home rather than attending key industry events or networking events right now, networking hasn't gone anywhere. It just looks a little different.

As music to every introvert's ears, networking is no longer just about in-person or face-to-face human interaction. In fact, it's never had to be exactly this. We can look back to 1982 and a catchily-titled book called *MegaTrends*, in which *John Naisbitt* defined networking as **the opportunity to "exchange resources, contacts, and information" and create "linkages between people."**

Networking has simply adapted to how we exchange resources, contacts, and information today: online. From direct messages to virtual events and the simple email thread, the opportunities to find and reach out to like-minded business contacts are more abundant and cost-effective than ever before.

Some of the best ways to find business contacts include: networking Apps, social media, events & conferences, groups & communities.

IV. How did you like *John Naisbitt's* definition of networking? Is it exhaustive? Or would you like to add anything up / modify it?

V. Answer the questions:

1. Do you know any networking applications available at present? How many? Do they all fit for your professional career?

2. Name the most popular social media, or the ones you are a user of.

3. Do you find modern social media impactful communication channels? Which ones are more efficient for companies and which – for individuals?

4. How does attending events in person or virtually impact one's career or future job opportunities? What can one learn from them?

5. Why do businesses and businessmen participate in conferences? How can it influence business activity?

6. Why is it important for people in business to join groups and communities created for their industry?

7. What do business people should try to refrain from or not to do when communicating via social networks, groups or communities?

VI. Get acquainted with the tips that can make you networking a success. Do you follow them in life? Could you make more suggestions?

4 TIPS FOR YOU TO MAKE YOUR NETWORKING A SUCCESS

1. **define a goal:** What is your intention? What do you expect from new business contacts? And what are you willing to invest in possible partnerships? Time? Knowledge? Only when you have defined your goal and know what you are looking for, you can find the right people.
2. **quality instead of quantity:** As with good friends, it's not the quantity that counts, but the class. It's better to have fewer but good business contacts with whom you can really go above and beyond.
3. **one hand washes the other:** Networking is about 'give' and 'take'. If you have knowledge or contacts that your partner could benefit from, offer them to him. Don't think of them as competitors, think of them as colleagues. If you only want to gain value from others without giving any yourself, you will quickly make yourself uninteresting and unpopular.
4. **be authentic:** Don't be an imposter, stay authentic and natural. If you use networking events to show the world how successful you are, you've missed the point. Score here empathy, naturalness and a sympathetic charisma.

VII. What are the personal qualities and psychological characteristics a good networker should possess? Write up a summary of max. 100 words.

VIII. Watch the videos. Express your opinions on their message. Which of them did you like most and why?

1. <https://www.youtube.com/watch?v=Zi3QGjEcQNU>
2. <https://youtu.be/kgwqrgKrox8>
3. <https://youtu.be/kgwqrgKrox8>
4. https://www.youtube.com/watch?v=haAMd_kqjKE
5. https://www.youtube.com/watch?v=haAMd_kqjKE

Resources:

1. Zulfahri A. How to find, collect and manage business contacts <https://blog.hubspot.com/sales/how-to-find-collect-manage-business-contacts>
2. Entrepreneur. Meeting New Clients and Contacts Through Networking <https://www.entrepreneur.com/growing-a-business/meeting-new-clients-and-contacts-through-networking/225777>
3. Networking: how to make valuable business contacts <https://greator.com/en/networking-business-contacts/>
4. Startups Magazine Do you need industry contacts to start up a successful business? <https://startupsmagazine.co.uk/article-do-you-need-industry-contacts-start-successful-new-business>
5. The best business contacts methods in 2023 <https://www.texty.pro/post/the-best-business-contact-methods-in-2022>

MODULE 2.
BUSINESS MEETINGS AND NEGOTIATIONS.

LECTURE 3.
MEETINGS AND NEGOTIATIONS IN BUSINESS: PECULIARITIES AND CHALLENGES

Negotiation is an art and to succeed in the business world one should learn it.

I. Discussion task:

- *How would you define the term “Negotiation”? What are the key constituents that make this notion up?*
- *What are negotiation skills? What are their properties?*
- *Is it possible to master negotiation skills without proper training? Are these skills inborn?*

II. Study the famous quotes about importance of negotiations. What does each of them address? Which one did you like most / least? Why?

1. *“During a negotiation, it would be wise not to take anything personally. If you leave personalities out of it, you will be able to see opportunities more objectively.” – Brian Koslow*
2. *Negotiation in the classic diplomatic sense assumes parties are more anxious to agree than to disagree.” – Dean Acheson*
3. *The most difficult thing in any negotiation, almost, is making sure that you strip it of the emotion and deal with the facts.” – Howard Baker*
4. *Let us never negotiate out of fear. But let us never fear to negotiate.” – John F. Kennedy*
5. *“He who has learned to disagree without being disagreeable has discovered the most valuable secret of a diplomat.” – Robert Estabrook*
6. *“You must never try to make all the money that’s in a deal. Let the other fellow make some money too because if you have a reputation for always making all the money, you won’t have many deals.” – J. Paul Getty*
7. *“The most important trip you may take in life is meeting people halfway.” – Henry Boyle*

III. Read about negotiation skills. Think of possible situations you might come across in your future career where this or that skill would be prioritized.

What are negotiation skills?

The ones you will use the most include:

Problem analysis: You enter each negotiation with another party that might have interests that conflict with your own. That is why identifying potential problems before they occur might help you in preparing a solution.

Pay attention to another party : Negotiation is not only about what you need but it's also about expectations of others. That is why you need to pay attention to what they are saying so that you can adjust your approach during the process.

Clear communication: You need to be able to communicate your goals clearly to avoid misunderstandings from failing to convey your message the right way.

Social skills :These might help you to maintain a positive atmosphere in the meeting room, and nurture a good relationship with other parties.

IV. Watch a video on 12 important negotiation skills. How do the mentioned abilities coincide with the 4 skills discussed in Task III ?
<https://www.indeed.com/career-advice/career-development/negotiation-skills>

V. Look through the following suggestions on how to develop negotiation skills. Answer the questions:

1. Does the key to success lie in listening?
2. Is letting the other party talk more in the negotiation process advantageous?
3. Is it advantageous to argue during negotiations?
4. What does using words to the right effect mean?
5. Do “correct” words help win people?
6. What a successful communicator should do not to let the negotiation go sideways, especially if the other party is rude or giving you a hard time?

How to develop negotiation skills?

Here are some tips that can help you to improve your negotiation skills:

- Be ready to listen as much as possible.
- Never take things personally
- Be selective with the words you use.

VI. Watch a video on negotiation strategies. Explain, what Professor Robert Bontempo means by “make mutual concessions” and “create mutual value”?
<https://youtu.be/VVbH3r33nxEbe>

VII. Search for more quotes about the art of negotiating; take two or three of them to be able to speak on their key messages.

VIII. What examples do you have from your own / your family members' or friends' career that illustrate the importance of negotiation in business? Share your story with other students.

Resources:

1. 25 Quotations about compromise <https://discover.hubpages.com/literature/25-Quotations-about-Compromise-and-Negotiation-to-Inspire-Your-Meetings>
2. How to get everything you want <https://www.cnbc.com/2017/06/08/harvard-negotiation-expert-on-how-to-get-everything-you-want.html>
3. Why do business owners need negotiating skills?
4. Why negotiation skills are important in business? <https://inside.6q.io/why-negotiation-skills-are-important/>
5. The Importance of Negotiation in Business <https://www.pon.harvard.edu/daily/business-negotiations/the-importance-of-negotiation-in-business/>
6. Lax David A., Sebenius James K. 3-D Negotiation: Powerful Tools to Change the Game in Your Most important Deals. (Harvard Business School Publishing, 2006. <https://www.pon.harvard.edu/shop/3-d-negotiation-powerful-tools-to-change-the-game-in-your-most-important-deals-balancing-venture-and-relationship-capital/>
7. Deborah Kolb & Jessica Porter Negotiating at work: turn small wins into big gains . Jossey-Bass, 2015. <https://www.pon.harvard.edu/shop/negotiating-at-work/>
8. Salacuse Jeswald W. Negotiating Life: Secrets for Everyday Diplomacy and Deal Making. Palgrave Macmillan, 2013. <https://www.pon.harvard.edu/shop/negotiating-life-secrets-for-everyday-diplomacy-and-deal-making/>
9. Mazeikiene A., Peleckis K. Peleckiene V. Business Negotiations and Business Meetings: Communication in the Bargaining Process [https://www.researchgate.net/publication/268603224 Business Negotiations and Business Meetings Communication in the Bargaining Process](https://www.researchgate.net/publication/268603224_Business_Negotiations_and_Business_Meetings_Communication_in_the_Bargaining_Process)
10. Peleckis, K., & Peleckienė, V. Nonverbal Communication in Business Negotiations and Business Meetings. International Letters of Social and Humanistic Sciences, 2015. Pp. 62-72. <https://d-nb.info/1191596184/34>

MODULE 2.

MANAGING DIFFICULTIES. BUSINESS ACROSS CULTURES.

LECTURE 2. WORKPLACE AND LEADERSHIP CHALLENGES

I. Discussion tasks:

In this lecture you will come across potential difficulties managers may face in a workplace. Can you predict what they may be or what they are like?

Is a workplace a safe place? What might be potential hazards to health or safety of staff in a workplace?

Today's business environments have surely become cross-cultural business environments. How should we interpret this phenomenon? What are business people most often exposed to due to intercultural communication?

II. Watch a video on intercultural communication <https://sheridancollege.libguides.com/c.php?g=731759&p=5257334>

Explain the key notions used in it:

- **cultural perspective**
- **rigid / flexible approaches to rules**
- **formal / informal behavior**
- **time keeping**
- **to navigate across different cultural landscapes**
- **a savvy global traveller**
- **cultural intelligence**

III. Learn about most common workplace safety hazards. Answer the questions:

- 1. What is a hazard?**
- 2. What is the difference between a hazard and a risk?**
- 3. Do hazards exist in any workplace?**
- 4. Is it crucial for a manager to monitor potential hazards daily?**
- 5. Do you understand the essence of all the 7 hazards given below?**

7 Most common workplace hazards

Safety hazards exist in every workplace, but how do you know which ones have the most potential to harm workers? By identifying hazards at your workplace, you will be better prepared to control or eliminate them and prevent accidents, injuries, property damage, and downtime.

First of all, a key step in any safety protocol is to conduct a thorough safety hazard assessment of all types of environments and equipment.

What defines a hazard? A hazard, within the context of workplace health and safety, is “*any source of potential damage, harm or adverse health effects on something or someone.*” A hazard can include the potential for harm or adverse effect, such as to people as health effects, to organizations as property or equipment losses, or to the environment.

There are general occupational safety hazards such as slips, trips, and falls, however, it is up to the employer to conduct regular hazards assessments to identify its own unique hazards and risks.

So what’s the difference between safety hazards and safety risks?

What are hazards? A hazard is any source of potential damage, harm, or adverse health effects on something or someone. Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard.”

What are risks? Risks are described as a “probability or likelihood of developing a disease or getting injured, whereas hazard refers to the agent responsible.”

How do we categorize hazards?

Regardless of where you work or which industry you are in, workplace hazards can be categorized into seven sections, making them easier to mitigate and to stay organized when tackling them.

No matter what hazards your team may be facing, they will fall into one of the categories below :

1. Safety hazards
2. Biological hazards
3. Physical hazards
4. Ergonomic hazards
5. Chemical hazards
6. Work organization hazards
7. Environmental hazards

IV. Think of the 7 hazards from Task III and suggest examples of real-life situation that may happen in a work environment / company / enterprise.

V. How would you treat the fact that every day 1 mln people get injured at work. Can you recall any famous disasters that took place in a work environment? How many people were hurt / died in it?

VI. Watch a video that suggest facts and numbers. What conclusions could you make after watching it? <https://youtu.be/EpOpJFbWKDI>

VII. Watch a video about 10 Common workplace challenges and solutions. <https://www.betterup.com/blog/leadership-challenges>

Make up a list of them filling in the table:

	workplace challenge	solution
1.		
2.		

VIII. Every manager should know that leadership challenges are no less important to combat than more “physical” hazards and risks.

IX. In the video suggested below you’ll learn about 17 common leadership challenges and how to deal with them
<https://www.betterup.com/blog/leadership-challenges>

Did you know about all of them? Are there any you learned about for the first time? Why is it so important to know about them in a manager’s work? Would you attend a training course in leadership skills?

X. Make up a table of skills a successful manager should possess. Mark with a ‘+’ those you already have, with ‘-’ – the ones you’ll have to learn, with ‘0’ you believe you need to develop a bit or substantially.

Resources:

- 21 Leadership Challenges & How to Overcome Them
<https://www.initiativeone.com/post/leadership-challenges>
- The Top 6 Leadership Challenges Around the World
<https://www.ccl.org/articles/leading-effectively-articles/top-6-leadership-challenges/>
- 3 Sharp Ways To Overcome Common Leadership Challenges
<https://www.risely.me/3-ways-to-overcome-common-leadership-challenges/>
- Workplace hazards <https://staysafeapp.com/blog/6-types-of-workplace-hazard/>
- Are You Aware of These 7 Types of Workplace Safety Hazards?
<https://safetylinelneworker.com/blog/workplace-hazards>
- Culture & Business Performance: What’s the Relationship?
<https://www.vistage.com/research-center/business-growth-strategy/culture-business-performance-whats-the-relationship/>
- Business culture. Business etiquette tips. <https://businessculture.org/business-culture/>
- The Importance of Culture to Business Success
<https://onlinemasters.ohio.edu/blog/the-importance-of-culture-in-business/>