

Module : **General English**  
Unit 02 : **The world of work and it's conflict**  
Level : **1st year ENS students**  
Semester: **01**  
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## **The World of Work and Its Conflicts**

### ***Introduction :***

The world of work is a complex and dynamic environment where people interact, collaborate, and face different challenges every day. As modern workplaces continue to evolve, employees are expected to adapt to new technologies, changing job requirements, and diverse professional responsibilities. Alongside these demands, various conflicts may arise, such as misunderstandings, unequal treatment, stress from heavy workloads, or disagreements between colleagues and managers. Understanding the nature of work and the reasons behind workplace conflicts is essential for developing healthy communication, fairness, and productivity.

### **1. Key vocabulary of the unit :**

**Job:** A specific type of work that a person does to earn money.

*Example: "My job is to assist customers."*

**Career:** A series of jobs in the same field over a long period of time.

*Example: "She wants a career in education."*

**Workplace:** The place where people work, such as an office, shop, or factory.

**Rights:** Things that workers are allowed to have or do (fair pay, safety, breaks).

**Duties:** Tasks or responsibilities that workers must do.

**Teamwork:** Working together with others to achieve a goal.

**Conflict:** A disagreement or problem between people at work.

**Negotiation:** Talking with someone to find a fair solution to a problem.

**Discrimination:** Unfair treatment of someone because of gender, age, race, etc.

**Stress:** A feeling of pressure or worry caused by difficult work situations.

## 2. Causes and effects of a workplace conflict:

Causes	Effects
<b>1. Miscommunication:</b> People do not understand each other clearly. <b>2. Unfair Treatment:</b> Some employees feel they are not treated equally or fairly. <b>3. Different Personalities:</b> People think, act, or communicate differently, which can cause tension. <b>4. Job Stress:</b> Heavy workloads, deadlines, or pressure create frustration and conflict.	<b>1. Stress:</b> Workers feel worried, tired, or emotionally drained. <b>2. Poor Teamwork:</b> People stop cooperating and communication becomes weak. <b>3. Low Motivation:</b> Employees lose interest or energy to work well. <b>4. Need for Solutions:</b> Managers and employees must solve conflicts to keep the workplace healthy and productive

### ➤ Writing strategy:

#### What is summarizing?

Summarizing means expressing the main ideas of a text in a concise way, focusing on the core message and omitting minor details.

#### **How to summarize a text?**

##### **Step A: Answer the WH Questions**

**Example Text:** A short story about a student named Sara who is working on a group project.

- ✓ **Who is the story about?** Sara and her group.
- ✓ **What happened?** They faced challenges in coordinating their tasks.
- ✓ **Why did the conflict happen?** Because of miscommunication and differing schedules
- ✓ **How was it solved?** They held a meeting to clarify roles and responsibilities.
- ✓ **Step B: Identify Main Ideas and Remove extra Details:**

From Sara's story, the main idea is that the group struggled with communication. Extra details like specific times or minor conflicts can be omitted.

### **Step C: Write One Sentence Per Paragraph:**

For each paragraph of the text, we'll condense the main idea into one clear sentence.

### **Step D: Combine into a Short Summary**

Finally, we merge all the main sentences into one concise summary that captures the essence of the entire text.

### **Practice Example :**

#### **Text :**

Tom was excited about his new job, but on his first day, he got lost on the way to the office. After asking for directions, he finally arrived, met his colleagues, and felt more comfortable by the end of the day.

#### **1. Answer the WH Questions:**

- ✓ **Who is the story about?** Tom.
- ✓ **What happened?** He got lost on his first day.
- ✓ **Why did the conflict happen?** Because he didn't know the way to the office.
- ✓ **How was it solved?** He asked for directions and eventually arrived.

#### **2. Identify Main Ideas and Remove Details:**

**Main idea:** Tom was lost on his first day but found his way and felt comfortable later.

**Remove details** like "asking for directions" or "meeting colleagues."

**3. Write One Sentence Per Paragraph:**

**Paragraph 1:** Tom got lost on his first day at work.

**Paragraph 2:** He eventually found his way and felt comfortable by the end of the day.

**4. Combine into a Short Summary:**

"Tom got lost on his first day at work but eventually found his way and felt comfortable."