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ДЗ «ПІВДЕННОУКРАЇНСЬКИЙ НАЦІОНАЛЬНИЙ ПЕДАГОГІЧНИЙ УНІВЕРСИТЕТ ІМЕНІ К. Д. Ушинського»

Кафедра західних і східних мов та методики їх навчання

Ангеловська К. В.

Методичні рекомендації

з дисципліни «Іноземна мова (за професійним спрямуванням)»

для самостійної роботи студентів 1-го року навчання

спеціальності 281 Публічне управління та адміністрування

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Методичні рекомендації з дисципліни з дисципліни «Іноземна мова (за професійним спрямуванням)» для самостійної роботи студентів 1-го року навчання спеціальності 281 Публічне управління та адміністрування. Одеса, Магістр. 2021. 32 с.

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Методичні рекомендації покликані допомогти студентам 1-го року навчання у виконанні самостійної роботи в межах тем, передбачених робочою програмою навчальної дисципліни «Іноземна мова (за професійним спрямуванням)» спеціальності 281 Публічне управління та адміністрування. Посібник має на меті поглибити знання з англійської мови за фахом та сприяти формуванню лінгвістичної і соціокультурної компетентностей студентів.

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ПЕРЕДМОВА

Самостійній роботі студентів приділяється особлива увага в умовах реформування системи вищої освіти в Україні

Відповідно до рекомендацій Ради Європи, освітньо-професійної програми спеціальності 052 Політологія та робочої програми навчальної дисципліни «Англійська мова за професійним спрямуванням» результатом вивчення згаданої дисципліни повинна стати здатність спілкуватися англійською мовою за професійною тематикою, читати та перекладати англійськомовну літературу за фахом, аналізувати англійськомовні джерела інформації для отримання даних, необхідних для виконання професійних завдань,готувати публічні виступи з галузевих питань англійською мовою тощо. Тому запропоновані методичні рекомендації для самостійної роботи здобувачів освіти спрямовані на поглиблення знань студентівз англійської мови професійного спрямування, формування їхньої лінгвістичної та соціокультурної компетентностей під час самостійного опрацювання навчального матеріалу.

Методичні рекомендації містять вісім розділів та список рекомендованої літератури. Кожен розділ пропонує завдання на ознайомлення з новим лексичним матеріалом, а також вправи для його закріплення. Більшість завдань мають інтерактивний характер та представлені у вигляді онлайн-ігор, онлайн-квізів і т. ін.

У списку рекомендованої літератури пропонується перелік базової та додаткової літератури, яка наявна в бібліотеці університету, а також інформаційних ресурсів за фахом.

1.

Agile working.

What is agile working and why is it important? Read about how new ways of working are helping companies adapt to change.

Do the preparation task first. Then read the article and do the exercises.

Preparation

The world we live in is changing and it is changing rapidly. Whether this is driven by technology, globalisation or in response to specific crises, there is no doubt that the workplace of today needs to constantly adapt to ongoing changes in order to remain efficient and competitive.

In more traditional work settings, the definition of a good employee was someone who came to the office on time at 9 a.m., sat at their desk and worked hard, taking direction from their managers and following the rules. This model employee would be there rain or shine, always appearing busy until it was time to go home at 6 p.m. But with the development of smartphones and internet technologies, many companies are starting to form virtual teams with team members living in different time zones, and employees are now finding themselves answering emails, attending meetings and working on reports from home outside their usual working hours. People now need to work smarter and not just harder.

It is not only the time and location of the modern workplace that is changing. The role of the manager is evolving too. Many organisations are moving away from an approach where managers constantly supervise their staff and tell people exactly what is to be done. Instead, they are adopting a more project-based approach, where managers have the responsibility of clarifying project goals and enabling teamwork and collaboration. The roles that the individuals play might differ from project to project, and agile managers can serve to support team members in adapting the way they contribute to a team.

These changes in modern work practices mean that organisations need to adopt agile working approaches so that they can find the most appropriate and efficient way of getting things done. The consumer goods company Unilever describes agile working as 'an approach to getting work done with maximum flexibility and minimum constraints'.

Agile working is not just about allowing employees to work from home and decide their own working hours. Another example of agile working might be workspaces designed to suit the different kinds of work taking place. This is an environment that helps people to be at their best and most productive. An agile workspace might include open areas with small tables for people to gather and work together and standing desks to improve energy levels and productivity. It might include quiet zones for a bit of thinking time and social areas for staff to chat and relax together. Like most things with agile working, there is no one-size-fits-all approach. Agile workspaces have to be adapted to the individuals and their roles in the company because agile working is about valuing people and their activities and not having them limited by the physical workplace.

Basically, agile working is about being ready to change the way we work – whether it be our working hours, our physical workplace, the technology we use, the nature of our roles and the way we work together, or the way our work is done. By encouraging such agility and flexibility, we can adapt to the ever-changing world around us, while creating a more dynamic workforce and improving our performance and productivity.

Task1. Choose one to three correct answers for each question.

In more traditional workplaces, employees are expected to …

- o have fixed working hours.
- o attend meetings at weekends.
- o be present at the office.
- o look as if they're always busy.

Task 2. Complete the sentences.

adopt, valuing, employees, adapt, employers, limiting, clarity, enable.

1. Companies need to …………… to the changing world we live in.

2. Companies should …………… agile approaches to find the most appropriate and efficient ways of working.

3. Many …………… can now work from home.

4. More agile …………… allow their workers more flexibility.

5. One of the roles of the manager is to …………… goals and …………… collaboration.

6. Agile working is about …………… people instead of …………… them.

2.

Coaching

Coaching helps a person make positive changes in their life. Read about how a coach can help you achieve your goals and reach your full potential.

Do the preparation task first. Then read the article and do the exercises.

Preparation

Coaching is about making positive changes in your life. A coach helps you identify your goals and become your own expert in how to achieve them.

Coaching is a useful tool in today's challenging world of business. Companies are merging and restructuring and people change jobs far more than before. Our work has changed and we might feel less prepared or demotivated, unsure if what we have been doing is the right way forward. So we might consider hiring a professional business coach to help us get where we want to be and feel happier at work.

A coach is sometimes compared to a mentor and a consultant. However, unlike having a mentor, working with a coach is normally for a short, specified amount of time. A coach is also quite different to a consultant, who looks at the whole team or company and how it does things. In addition, mentors and consultants often give advice – something a coach doesn't normally do.

So what *does* a coach do? Here are five things.

1. A coach allows the individual to determine the direction of their conversation.

When the coachee meets the coach for a session, the coach doesn't come with a fixed plan. It is the individual that leads the conversation; the coach observes and listens. As the coach starts to understand the individual's context, they might ask more questions and talk about their observations. This helps the individual see the situation clearly, as if the coach is holding up a mirror.

2. A coach helps the coachee to identify goals and prioritise them.

Before we can decide on our path to development, we need to first understand what our desired destination might be. A coach can help the individual link their business goals with their personal plans and dreams. And in doing so, they can improve motivation and focus. The coach then helps the individual identify the practical steps they need to take.

3. A coach asks questions to guide the individual and help them understand the issues they're facing.

By asking the right questions, a coach can help the individual to focus the conversation and truly explore the relevant issues. However, a good coach does not ask leading questions that suggest a particular answer, for example, *Do you think x might be a better idea?* or *How do you feel about doing it this way instead?* Good coaching questions do not tell the coachee what to do. Instead, they help them to reflect, see things clearly and discover their own way forward. A coach might ask, for example, *What is your biggest challenge at the moment? What would be a successful outcome for you here?* or *What could you do now that would be a step forward?*

4. A coach notices the emotions behind the issues and helps the individual understand them.

In a coaching conversation, hidden emotions often come to the surface. A good coach would help the individual become aware of their emotions and allow them to explore their feelings when needed.

5. A coach guides the individual to move forward, taking them from where they are now to where they want to be.

Many coaches set the coachee tasks to complete in between sessions. Over a series of sessions, the coach helps motivate the coachee to follow steps towards success, tracks the coachee's progress and keeps them focused on the end goal. The coach does not do the work for the coachee, nor do they advise them. They act as a guide to help the individual find the appropriate strategies in reaching their goals.

There are many benefits to employing an external business coach, like their objectivity and fresh perspective. But business leaders and managers have also discovered that if they acquire coaching skills themselves, this can help them improve the performance of their teams. Managers are now taking coaching training in order to have internal coaching conversations with team members who might be having difficulties, and many are now seeing the power of coaching as a way to help their businesses grow and ensure their staff are happy and motivated.

Task 1. Choose the seven answers mentioned in the reading text.

Which of these things do business coaches do?
- o help with decision making
- o support the development of an individual's career
- o provide an objective analysis of problems
- o give advice
- o prepare an agenda before the session
- o let the coachee lead the conversation
- o get the coachee to consider their individual goals and dreams
- o ask leading questions
- o explore emotions
- o set tasks for coachees to do
- o keep coachees focused on their end goals
- o give coachees strategies to achieve success

Task 2. Choose the correct option to complete the sentences.

A coach helps you identify your objectives and _____ your goals.
- o make
- o achieve
- o score

Таблиця 1.

Budget	1. Sums allotted for the company's administration
Business	2. Activities involved in trading and finance with the aim of generating profit
Communication	3. Use of techniques and actions to draw the attention of potential audiences with messages and persuade them of the value of a service or an item
Leader	4. A person who takes most of the decisions, directs the other team members and is in command
Leadership	5. Qualities of a leader that involve a combination of charisma, expertise and soft skills
Manager	6. A man or woman who manages or directs a team, a staff, a company
Mentor	7. It's a person who has a positive influence on another individual, often younger. He/she doesn't judge his/her performance or achievements. The relationship is based on the principle of voluntariness and aims to encourage the self-development of the younger one
Spearhead	8. A progressive and productive element that figuratively refers to a dynamic individual or concept as a key motivator
Supervisor	9. The immediate superior of his or her team to whom a member of a company should report

Responsible	10. A person who has the authority and obligation to plan, organise, staff, lead and control his subordinates
Trainee	11. A person who, in the pursuance of his or her studies, is learning to do tasks under the guidance of a manager
Whistleblower	12. An individual who uncovers a company wrongdoings
Activity	13. A task whose inputs, outputs and added value are accurately established and evaluated
Authority	14. Authority is the formalised and legitimate power of a job that ensures that the holder can successfully fulfil his or her responsibilities
Company	15. It's a societal entity whose main activity is to produce goods or services for the marketplace.
Costs	16. The sum including all expenses to complete a project, from materials to running expenditures
Directors	17. The managers' direct supervisors
Industry	18. It's a business sector engaging in economic activities that combine inputs such as facilities, supplies, labour and skills to produce physical goods for the marketplace
Organization	19. A person or group of individuals with their own functional structure. They are corporations,

	enterprises, non-profit associations or institutions
Process	20. A flow of activities and labour
Project	21. It's the process of carrying out an intention through a set of activities comprising several requirements, to achieve a desired objective
Product	22. A creation which can be a material object, a service, an idea, addressed to consumer
Production	23. An economic activity using labour and capital resources to produce goods or services that are purchased from other industries and then reprocessed
Responsibility	24. Obligation to plan, organise, staff, lead and control one's subordinates
Service	25. A service consists in supplying technical or intellectual expertise or providing work that is immediately usable by the consumer without processing the material
Skills	26. An ability, whether innate or acquired, to excel at specified tasks

Таблиця 2.

Balance	Accounting document drawn up regularly by a company, showing all the accounts opened with an indication of each of their debits, the value and the sum of their credits, and the closing result of the operations

Board	A group of executives who leads the company and makes decision on major issues
Business plan	A written document setting out the business objectives, the procedures, the process and the timeframe by which these must be achieved
Balanced scorecard	Evaluating strategic decisions in the light of shareholder and customer perspectives. Reviewing internal processes and areas for progression
Cashflow	Final budget balance generated by an investment at the end of a period
Human Capital	Human capital includes skills, experience and knowledge, which define an individual's ability to handle a job
Information management	It's the set of company resources that enable information to be handled. It's usually linked with technologies (hardware, software and communication), the processes that accompany them, and the people who support them
Executives	Members of a company or administration status who hold a high-level position within it
Enterprise	Synonymous with firm
Big data	Technology for storing very high volumes of data for prospective analysis and especially modelling for a deeper understanding of the context, anticipating behaviour and more globally for better

decision support

Finance	The professional sector of money trading
Human Resources	Usually correspond to a company's department which recruit the employees and is in charge of their relations with their employers

1.

Conflict management

Many people feel uncomfortable with conflict but it can help us to develop. Here are eight tips for managing conflict more effectively.

Do the preparation task first. Then read the article and do the exercises.

Preparation

Knowing how to handle conflict is an important professional skill. Conflict at work can affect the motivation and well-being of staff and create unnecessary distractions and stress. People with conflict management skills resolve disagreements quickly and effectively, enabling effective teamwork and maximum productivity. Successful conflict management also helps to create an atmosphere in which individuals can learn from others, develop their talents and think creatively. Conflict management can be challenging, but people who do it well are highly valued by their colleagues and companies.

Fight or flight

When conflict arises, we can often see nature's fight-or-flight response – either attacking the enemy or running away. The 'fight' reaction is when people start to prepare themselves for an argument. But by getting aggressive, they might not only damage their relationships but also miss the chance of growing through constructive feedback.

The 'flight' response involves ignoring the issue altogether. People suppress their feelings, hide disagreements and pretend that everything is fine when it is not. However, the conflict remains unresolved and the problem gets worse.

So how can we go beyond our immediate reactions to make conflict a source of trust-building and development? Here are eight tips to help us manage conflict successfully.

1. Consider the best time and place for the conversation.

While it is important to talk about the issue, doing it in the wrong place and in front of the wrong people can result in embarrassment and an inability to truly listen. If possible, make an appointment to sit down and talk through the issue with the people involved.

2. Assume positive intentions.

If you walk into a conversation assuming that you're not liked or that you're going to be attacked, you'll most likely spend that time defending yourself and feeling angry and hurt.

Remember that you're going through this process because people want to resolve the issue and get along. So start by assuming that their intentions are positive and that the things they are going to say are for the good of the team. This will allow for an open conversation that aims to improve the situation rather than make it worse.

3. Make sure it's a two-way conversation.

A conversation is not a monologue. It is not a chance for one party to list all the things they are angry and unhappy about without letting the other person react. A real conversation allows all parties to share their perspectives and collaborate to find a satisfactory way forward. If you find yourself in a monologue, stop and ask some questions.

4. Listen and be open to change.

Many of us think we listen but instead are simply waiting for our chance to respond. Put your thoughts aside for the moment and truly listen when the other

person is speaking. Growth and development are only possible if you allow their words to change you.

5. Be specific about the issue and the impact.

It's easy to generalise and make broad accusations, for example using statements such as *You always ...* or *You never ...* However, this often results in a defensive response. Instead, be specific about what the issue is, give examples and be clear about the impact of the problem. Be as objective as you can and avoid personal attacks.

6. Don't bring up the past.

Some of us feel the need to bring up less relevant past events to gain an advantage over our conversation partner. This can make people feel defensive and distract everyone from the main point of the conversation. Try to focus on the main issue and how to make things better.

7. Take responsibility for your part in the problem.

We are not perfect and we make mistakes. Consider how you might have contributed to the problem and take responsibility for it. This not only demonstrates your desire to work as a team but also shows that you are not just looking for an opportunity to blame the other party.

8. Focus on the future.

Conversations about conflict are often focused on what shouldn't have been and what could have been done. Instead, focus on the future. What steps can you take to resolve the problem? How can you avoid this happening again?

With careful management, conflicts can help us make the most of our differences and find a way of working together successfully.

Task 1. Choose the correct option to complete the sentences.

Conflict at work can …

- o make people feel negative and stressed.
- o help staff develop.
- o be difficult to manage.
- o All of the above.

Task 2. Are the sentences true or false?

1. Employers don't realise that conflict management skills are useful.

- o True
- o False

2. When faced with conflict, it is natural to want to run away or to get ready for battle.

- o True
- o False

3. When we choose between 'fight' or 'flight', they can both result in a lost opportunity to make things better.

- o True
- o False

4. It is best to start dealing with conflict immediately, without worrying too much about the time and place.

- o True
- o False

5. Many people who say they are listening are in fact thinking of what they are going to say in reply.

- o True
- o False

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6. Focusing on examples of the other person's wrongdoing helps to resolve conflict.

- o True
- o False

2.

Effective collaboration

What are the benefits of working collaboratively and how can we work together more effectively?

Preparation

Collaboration means two or more people working together to achieve a goal. Studies have found that working together makes people more motivated and helps them perform much better. People who are collaborating on tasks stay interested for longer, feel less tired and get better results than people who are working alone.

Working together as a team allows people to achieve things that could never be done by just one person. What's more, the communication needed in order for team members to share goals and explain ideas is part of a process that improves the quality of everyone's thinking and contributions.

Here are five tips for effective collaboration and strong teamwork that will improve productivity and get better results.

1. Creating a culture of co-operation

To achieve their goals effectively, team members need to co-operate and be generous with their resources, including their own talents. When people get to know the strengths of their individual team members, they can use the different skills and expertise in the team to their advantage.

Team leaders can create a culture of co-operation by setting an example that includes spending time talking to and supporting individuals, and sharing their knowledge and resources with their team. If we see our team leaders being open and welcoming different ideas, we are more likely to do the same.

2. Having clear goals and clear roles

Working in a team without clear goals is like running in a race without a finish line. In order for team collaboration to be successful, members need to have clear

goals and know their individual responsibilities. This not only helps them to stay focused and motivated, but it also helps them to understand how they can play their part in the team's success.

3. Leaders – focusing on tasks and relationships

Objectives are important, but we mustn't forget that a team is made up of people and their relationships to each other. The stronger those relationships are, the more likely the team is to be effective.

A report by *Harvard Business Review* found that the most productive and innovative teams often have leaders with a flexible leadership style. They might start a project being task-focused and deciding the goals and roles in a team. But during the project, they might switch to a more relationship-oriented style, focusing on team-building and creating an environment of friendliness and trust.

4. Having open communication lines

If we want our team members to work well together, communication is the key. We need to provide effective channels of communication and encourage people to share what they're doing. Simply meeting once a week for updates is not enough. There are many project management tools like Microsoft Teams or Slack that provide a regular and open channel of communication with everyone. Another option could be creating a group on messaging apps like WhatsApp or LINE to offer team members a chance to informally communicate with others.

5. Encouraging a spirit of community

Companies often organise social events because they know the importance of creating a sense of community. The activity could be anything from a weekly lunchtime food share to a quiz afternoon. Or you can start with simple, everyday things like having coffee breaks together or creating a space to share books. Ideas like these all encourage collaboration by bringing people together and helping them bond with their colleagues.

Collaboration is an opportunity to learn from each other and encourage fresh thinking, as well as a source of energy, strength and continued effort. As the saying goes, 'If you want to go fast, go alone. If you want to go far, go together.'

Task 1. Choose the five correct answers.
- o Which ways of improving collaboration are mentioned in the article?
- o Spending time talking to team members and giving them help.
- o Organising a fun group activity for staff.
- o Encouraging each team member to compete against the others.
- o Making sure each team member understands their role in the project.
- o Limiting communication to weekly team meetings.
- o Focusing on the goals but also on the relationships that team members have with each other.
- o Ensuring that everyone on the team has the same point of view.
- o Encouraging informal communication and socialising between colleagues.

Task 2. Write the correct form of the word in brackets.

1. When two or more people work together to achieve the same goal, it is called _____ . (collaborate)

2. To achieve their goals _____ , team members need to share their resources. (effective)

3. Strong teamwork and effective collaboration will improve _____ and get better results. (produce)

4. When people get to know the strengths of the people in their team, they can use their different skills and _____ to their advantage. (expert)

5. The most productive and innovative teams often have leaders with a flexible _____ style. (leader)

6. There are many project ☐ tools that can provide a regular and open channel of communication with everyone. (manage)

7. Creating a group on messaging apps like WhatsApp or LINE offers team members a chance to communicate ☐ with others. (formal)

8. Collaboration is a source of energy, ☐ and continued effort. (strong)

Таблиця 1.

Agile Project Management	The process of identifying repetitive cycles in a project in order to blend them and ensure optimal project success
Bottleneck	System limitation points slowing down the performance of the production flow: workload exceeds production capacity
Collaboration	The joint work of a project by members of a team
Critical Path Method (CPM)	An algorithm that accompanies the project in detail. The operators must conform to it in the pursuance of a successful project
Follow up	A meeting to discuss the progress of the project with the team
Milestone	This is the stage in a project where the staff evaluates, reviews the documents and the deliverables and validates the phase. From this point on, the project will continue with no possibility of turning back

Project Budget	The budget allocated to a project
Project Manager	The individual in charge of the project implementation and completion
Project Portfolio Management	Evaluation of the whole company's projects and their coherence with its business strategy
Project Stakeholder	A person who contributes directly or indirectly to the achievement of a company's project. Be it a team member, a company executive, a mentor, a customer or an end-user
Project Timeline	It describes the sequence of events in the project in the order they occur. It indicates precisely what is to be done during the project's life cycle and also how it will be achieved
Resource Allocation	Use of the budgets by allocating them according to needs in different departments
Waterfall Model	A 'waterfall' project life cycle management pattern which is quite traditional. The phases of the project follow a top to bottom scheme that is not mutable
Work Breakdown Structure (WBS)	Divides the project into sections to be delivered by the management board to the respective parties according to their expertise
Work in Progress (WIP)	A production management term on a stage to check work progress and budget status

Таблиця 2.

Adjust	Reorganise in accordance with the requirements of the project
Agenda	A tool that enables to record to-do's
Anticipation	The ability to predict potential difficulties by evaluating past occurrences
Appointment	A time, date and place set to meet with someone
Deadline	A given date for the completion of a task
Efficiency	Skills enabling the greatest performance
Optimize	Implement the most effective approach to achieve the greatest result
Planning	Organising the way tasks are carried out
Prioritize	Placing the most urgent tasks first
Procrastinate	Postponing your activities often through lack of motivation
Setting Goals	Organising and optimizing the resources needed to achieve your objectives
Time Log	A tool that evaluates your work time and helps you optimise it

Рекомендована література

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Навчальне видання

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