

# WORKPLACE VOCABULARY

## TYPES OF WORK

Word	Meaning	Example
<b>Manual labor</b>	Physical work with hands	Construction workers, farmers, maintenance
<b>Office work</b>	Work at a desk in an office	Teachers, administrators, secretaries
<b>Sales work</b>	Selling products or services	Shop workers, salespeople, real estate agents
<b>Professional work</b>	Work requiring special training	Teachers, doctors, lawyers, engineers
<b>Part-time work</b>	Working fewer hours	Less than 40 hours per week
<b>Full-time work</b>	Standard full employment	40+ hours per week

## WORKPLACE ROLES & CONCEPTS

Word	Meaning	Pronunciation	Example
<b>Boss/Manager</b>	Person in charge	BOSS / MAN-uh-jer	The principal is my boss
<b>Colleague/Co-worker</b>	Someone you work with	KAHL-eeeg	My colleagues are other teachers
<b>Workplace</b>	Place where you work	WORK-place	The school is my workplace
<b>Salary</b>	Money paid for work (yearly/monthly)	SAL-uh-ree	Teachers receive a monthly salary
<b>Wage</b>	Money paid hourly	WAYJ	Some workers earn an hourly wage
<b>Contract</b>	Written employment agreement	KON-trakt	I signed a contract with the school
<b>Promotion</b>	Advancement to better position	pro-MO-shun	She received a promotion to senior teacher
<b>Workload</b>	Amount of work to do	WORK-load	My workload is very heavy
<b>Deadline</b>	Date when work must be finished	DEAD-line	The deadline for grades is Friday
<b>Responsibility</b>	Duty; something you must do	ri-spon-suh-BIL-uh-tee	My responsibility is to help students learn

## WORKPLACE CONFLICTS

Word	Meaning	Example
<b>Disagreement</b>	Not agreeing; different opinions	Different views on teaching methods
<b>Conflict</b>	Serious disagreement between people	Two teachers arguing about classroom management
<b>Tension</b>	Uncomfortable or strained feeling	After the argument, there was tension between them
<b>Harassment</b>	Unwanted mean or offensive behavior	Unfair treatment; bullying
<b>Discrimination</b>	Unfair treatment based on who you are	Treating someone unfairly because of gender/race
<b>Bullying</b>	Repeated unfair treatment by someone powerful	A boss treating workers disrespectfully
<b>Misunderstanding</b>	Not understanding each other clearly	Communication breaks down
<b>Complaint</b>	Expression of dissatisfaction	A formal complaint to administration
<b>Resolution</b>	Solution to a problem; solving conflict	Finding the answer; resolving the issue

## PRACTICE SENTENCES

1. My boss is the school principal.
2. I have good colleagues at work.
3. The deadline for grades is Friday.
4. There is tension between some teachers.
5. We need to find a resolution to this conflict.
6. Discrimination is illegal and unethical.
7. My workload is very heavy this semester.
8. I disagreed with my colleague about teaching methods.
9. The contract explains my responsibilities.
10. She received a promotion after 5 years of teaching.

# FORMAL vs. INFORMAL WORKPLACE LANGUAGE

## QUICK REFERENCE GUIDE

### USE INFORMAL LANGUAGE WHEN:

- Speaking with colleagues (friends at work)
- In casual staff room conversations
- With people at your same level
- In friendly discussions
- You know people well

### USE FORMAL LANGUAGE WHEN:

- Speaking with your boss/manager/principal
- In official meetings
- Writing emails or reports
- Speaking with parents (official situations)
- With people you don't know well
- In professional situations

## COMPARISON: COMMON PHRASES

Situation	Informal	Formal
<b>Greeting</b>	Hey! What's up?	Good morning. How are you?
<b>Asking for help</b>	Can you help me?	Could you please assist me?
<b>Agreeing</b>	Sure, no problem!	I would be happy to.
<b>Thanking</b>	Thanks a lot!	Thank you very much.
<b>Apologizing</b>	Sorry about that!	I sincerely apologize.
<b>Making request</b>	Can I take the afternoon off?	May I request to leave early?
<b>Disagreeing</b>	I don't agree.	I respectfully disagree.
<b>Asking opinion</b>	What do you think?	What is your opinion?
<b>Suggesting</b>	Let's try this.	I would suggest we consider this.
<b>Ending</b>	See you later!	Have a good day.

## **FULL CONVERSATIONS**

### **CONVERSATION 1: ASKING FOR HELP**

#### **INFORMAL (with colleague):**

- A: "Hey, can you help me? I'm stuck on this lesson plan."
- B: "Yeah, sure. What's the problem?"
- A: "I don't know how to organize this activity."
- B: "No problem. Let me show you."

#### **FORMAL (with principal):**

- A: "Good morning. May I have a moment of your time?"
- B: "Of course. What can I do for you?"
- A: "I would appreciate your guidance on organizing this activity."
- B: "Certainly. I would be happy to assist you."

### **CONVERSATION 2: DISCUSSING WORKLOAD**

#### **INFORMAL (with colleague):**

- A: "I'm so stressed! Too much work. I have 5 classes!"
- B: "I know! Me too. It's crazy."
- A: "How do you manage it?"
- B: "Honestly? I don't know!"

#### **FORMAL (with principal):**

- A: "I would like to discuss my current workload. I am managing five classes, which is proving quite demanding."
- B: "I understand. What specific support would help?"
- A: "Perhaps we could review my schedule to find solutions."
- B: "That's reasonable. Let me review this."

## CONVERSATION 3: WORKPLACE CONFLICT

### INFORMAL (between colleagues):

- A: "Listen, I'm not happy with how things are going between us."
- B: "Yeah, me neither. We need to sort this out."
- A: "What should we do?"
- B: "Let's talk properly. Maybe coffee after school?"

### FORMAL (with administrator):

A: "I would like to request your assistance in resolving a workplace concern."

B: "Of course. Please elaborate."

A: "I have encountered a misunderstanding with a colleague. I believe professional mediation would be beneficial."

B: "I will be happy to facilitate a resolution."

## FORMAL LANGUAGE PATTERNS

### Use these phrases to sound more formal:

- "Could you possibly...?" (instead of "Can you...?")
- "Would you mind...?" (instead of "Will you...?")
- "I would appreciate..." (instead of "I want...")
- "I would suggest..." (instead of "I think...")
- "May I...?" (instead of "Can I...?")
- "I respectfully..." (instead of "I...")
- "If you wouldn't mind..." (instead of "If you don't mind...")
- "I believe..." (instead of "I think...")
- "It appears that..." (instead of "It looks like...")

## WHEN IN DOUBT

### Remember:

- BE POLITE
- USE PLEASE AND THANK YOU
- USE FULL SENTENCES
- AVOID SLANG
- BE RESPECTFUL

**Better to be too formal than too informal!**