

ANGIELSKI Z PERSONELEM



Mr. HypochondRiac at an HRologist's (3)

HipochondRyk u HRologa (3)

Podczas dzisiejszej wizyty Mr. HypochondRiac zapomina na chwilę o własnych problemach zdrowotnych i, jako ekspert w zakresie Human Resources, pomaga doktorowi rozwiązać problemy z personelem. Przy okazji przekonujemy się, że zbytne przestrzeganie regulaminu pracy i procedur może stać się **twardym orzechem do zgryzienia**.

Cykl artykułów został przygotowany przez Centrum Językowe LANG LTC, akredytowane centrum egzaminacyjne Cambridge ESOL.

LESSON 3. Closing the ranks

LEKCJA III. Zwierając szyki

Katarzyna Ścibor

Autorka jest głównym metodykiem Centrum Językowego LANG LTC, lektorem języka angielskiego z wieloletnim stażem oraz egzaminatorem Cambridge ESOL. Jest specjalistką w zakresie szkoleń blended learning, szkoleniowcem z zakresu metodyki nauczania języków obcych, autorką artykułów poświęconych autonomii słuchacza, nauczaniu hybrydowemu i organizacji szkoleń korporacyjnych.

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Mr. HypochondRiac (HR): Is it just my false impression or does your personnel **have a grievance** against you?

Dr: What's worse it seems that they've **nursed** it for a while.

Hr: Nursing nurses.... that's quite a **pun**.

Dr: **Cut it out**, will you? I'm in no mood for **witty** remarks.

HR: And the **swollen** cheek.... Only don't tell me that there has been physical violence involved...

Dr: Don't be ridiculous. My staff are far too clever for such primitive solutions. I had a **molar** removed yesterday.

HR: A **sweet tooth** leading to tooth loss?

Dr: You **ARE** getting on my nerves.

HR: Sorry, I promise to be more sympathetic from now on. Get on the couch and tell me what really happened. We'll try to get to the **core of the problem**. Go on! I'm all ears.

Dr: I don't really know where to start... I **reckon** it all began a couple of weeks ago when suddenly absolutely no one could do any **overtime**. We had some extra vaccinations scheduled and there was not a single nurse to assist me.

HR: People not wanting to go outside their contracted hours? A classical **overtime ban**!

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Dr: I didn't know how to react, so I decided to turn a blind eye for a while.

HR: That's pretty understandable. No breach of contract, you didn't feel susceptible to disciplinary actions.

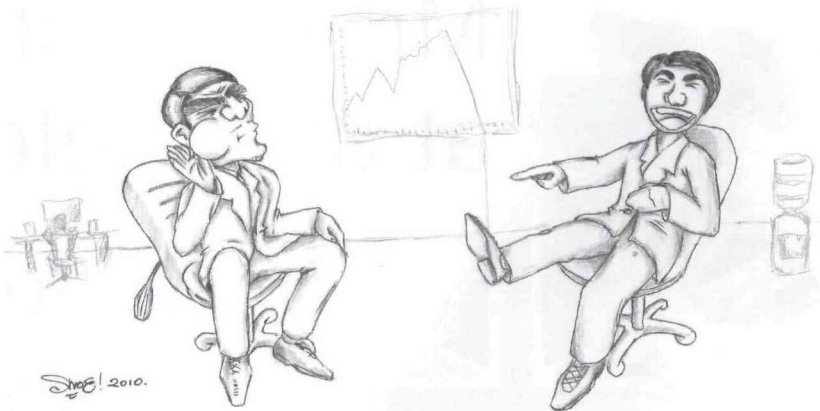
Dr: Just listen to what happened next! I noticed that the check-in process was getting lengthier and lengthier. It used to be enough to give your name and date of birth, but people were now required to show ID, fill in a questionnaire and provide their latest health insurance payment slip.

HR: What did you do then?

Dr: I asked to speed the check-in up, but was told that these were merely my own regulations being implemented. Say what you may but that's just malicious compliance on their part!

HR: An application of the rules to the letter which consequently leads to reduced efficiency? You were dealing with a classical rule-book slowdown.

Dr: Oh yes, things went very slowly. Then the nurses refused to answer phones claiming that their contracts didn't require the activity. Can you believe that?



HR: Actually this form of industrial action is called - work-to-rule.

Dr: Knowing that what was happening in my clinic has already been studied and labeled by HR specialists, doesn't make me feel any better. What will come next? Will there be a strike called?

HR: All-out strike? Somehow I can't see it. Vocational professionals, like teachers or nurses, tend to restrain from this action. Not only do they usually enjoy their work but they also have a profound feeling of mission and don't want to affect their pupils or patients.

Dr: So what do I do now?

HR: Get out of your ivory tower! Go and talk to them! The

longer you pretend nothing has been happening the angrier you staff will be. You need to talk to them otherwise you'll never know what's been going on.

Dr: I've already browsed through some of their leaflets...

HR: That's a step in the right direction. It's high time you talked...

Dr: (meaningful silence)

HR: I know..... It's a hard nut to crack.

Dr: Ouch! Please, don't go dental today. You're giving me a phantom pain in the hole from my extracted molar. And I already have a lot on my plate these days without this.

HR: OK, OK, off I go and won't bother you any longer.

DICTIONARY

to have a grievance against someone - mieć do kogoś żal

to nurse something - żywić np. uczucie, nadzieję, żal

a pun - gra słów

cut it out - (język mówiony) przestań w końcu

witty - dowcipny w inteligentny sposób

swollen - spuchnięty

a molar - ząb trzonowy

to have a sweet tooth - bardzo lubić słodkości

to get on someone's nerves - (język nieformalny) wkurzać kogoś

sympathetic - współczujący

the core of a problem - jądro/sedno problemu

to be all ears - zamienić się w słuch

to reckon - uważać, że...

to do overtime - pracować po godzinach

an overtime ban - forma strajku polegająca na odmowie pracowania

poza ustalonymi godzinami pracy

to turn a blind eye to something - udawać, że się czegoś nie dostrzega

breach of contract - naruszenie/pogwałcenie umowy

susceptible to - podatny na coś

check-in - wmeldowanie się, oficjalne odnotowanie przybycia

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a payment slip - potwierdzenie płatności
 malicious compliance - forma strajku polegająca na pełnym dostosowaniu się do zarządzeń przełożonych/wymagań prawnych, w celu wywołania szkody
 to the letter - co do joty
 rule-book slowdown - forma strajku polegająca na pełnym dostosowaniu się do wymaganych czynności proceduralnych w celu maksymalnego zwolnienia przebiegu procesu

industrial action - politycznie poprawne wyrażenie zastępujące słowo „strajk”
 work-to-rule - forma strajku polegająca na niewykonywaniu czynności, które nie są wymagane od pracownika w ramach umowy o pracę, np. nieodbieranie telefonów
 all-out strike - sytuacja, w której do strajku przystępują wszyscy pracownicy
 vocation - powołanie

to live in an ivory tower - nie mieć kontaktu z rzeczywistością
 to browse through a book - przekartkować książkę
 ouch! - okrzyk bólu
 phantom pain - ból odczuwany w amputowanej kończynie
 to have a lot on your plate - mieć dużo spraw na głowie
 off you go! - (język mówiony) i już cię nie ma! i już mi stąd idziesz!
 to bother someone - naprzykrzać się komuś

IDIOM OF THE MONTH



twardy orzech do zgryzienia



a hard nut to crack



une pilule difficile à avaler



eine harte Nuss zu knacken haben



tener un hueso duro de roer

EXERCISE

There are five forms of industrial action hidden amongst the letter below. Can you find them and then cross them out? (Look from the right to the left)

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| F | W | N | N | A | B | E | M | I | T | R | E | V | O | R | N | C | S | K |
| M | N | W | O | D | W | O | L | S | K | O | B | E | L | U | R | T | L | |
| B | Z | B | E | K | I | R | T | S | T | U | O | L | L | A | C | T | Q | R |
| Q | M | C | U | E | T | X | L | Y | Q | V | A | G | D | N | C | K | I | V |
| P | T | C | D | C | H | T | D | C | W | L | G | D | M | U | T | E | T | O |
| E | C | N | A | I | L | P | M | O | C | S | U | O | I | C | I | L | A | M |
| T | I | N | Y | D | F | G | J | M | T | O | R | P | C | Z | H | C | K | U |
| D | C | X | L | C | C | X | J | C | X | Y | G | N | J | N | U | M | D | L |
| Z | E | L | U | R | O | T | K | R | O | W | C | U | C | A | I | B | X | M |
| Q | M | A | W | E | F | C | G | V | R | V | Q | G | X | S | D | Z | T | W |

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| W | X | B | I | V | C | U | C | W | Ø | R | K | T | Ø | R | Ø | L | Ø | Z |
| L | D | M | U | N | J | N | G | X | X | C | J | X | C | C | T | X | C | D |
| U | K | C | H | Z | C | P | R | O | L | M | J | G | F | D | Y | N | I | T |
| W | V | L | I | C | I | Ø | Ø | S | C | Ø | M | P | L | V | N | Ø | Ø | E |
| O | T | E | T | U | M | D | G | L | W | C | D | T | H | C | D | C | T | P |
| V | I | K | C | N | D | G | V | V | Ø | Y | L | X | L | E | U | C | Ø | Ø |
| R | Ø | T | C | V | L | Ø | L | Ø | Ø | T | S | T | R | Ø | Ø | Ø | Ø | Ø |
| L | T | R | Ø | L | E | Ø | Ø | Ø | Ø | L | S | Ø | Ø | Ø | Ø | Ø | Ø | Ø |
| K | S | C | N | R | Ø | V | Ø | Ø | Ø | Ø | M | Ø | Ø | Ø | Ø | Ø | Ø | Ø |
| X | Ø | W | I | V | Z | U | I | Ø | R | K | W | H | M | Ø | F | V | Ø | Ø |

KEY:

