

ICT in the Workplace Unit 2

Week 8.Lessons 1&2.



Week 8 Agenda

Lesson 1 Reading: Unit 2 ICT in the workplace

Lesson 2 Speaking: ICT in the workplace (Unit 2)

Lesson 3 Student output: SWOT – O and T

Asynchronous tasks

Lessons 1-2 Objectives

To learn more about
ICT in the Workplace

To enrich vocabulary
related to ICT in the
Workplace

Vocabulary

ICT

ICT /aɪ si: 'ti:/ n [U] *abb. for information and communications technology*

inform /ɪn'fɔ:m/ v [T] give someone facts: *He informed the staff of his decision.*

informant /ɪn'fɔ:mənt/ n [C] someone who gives information to others: *We collected information for our survey from 50 informants.*

information /ɪnfə'meɪʃn/ n [U] 1. facts about someone or something: *There is a lot of information about laptops in this magazine.* 2. data which is processed, stored, or transmitted by computer or electronic equipment: *The computer calculates the hours you work and uses this information to work out how much to pay you.*

information and communications technology /ɪnfə'meɪʃn ən kəmju:nɪ'keɪʃnz tek'nɒlədʒi/ n [U] (the study of) computers and electronic equipment used to handle information or to communicate with others: *He teaches ICT at the university.*

information superhighway /ɪnfə'meɪʃn su:pə'haɪweɪ/ n [*sing.*] the network of information and communications systems, including satellite communications and the Internet, used to store and transfer

intranet

information around the world.

input¹ /'ɪnpʊt/ n [C or U] 1. data or information which is put into a computer: *There were several spelling mistakes in the input which caused some problems with our deliveries.* 2. the contribution that someone makes: *The manager thanked everyone for their input on the new project.* 3. the place where information enters a computer or electronic device: *The video and DVD inputs are at the back of the television.*

input² /'ɪnpʊt/ v [T] put data into a computer so that it can be stored or processed: *I have to input customer details into the computer.*

input device /'ɪnpʊt dɪ'vaɪs/ n [C] anything that allows data or information to be put into a computer, e.g., a keyboard.

internal /ɪn'tɜ:nl/ *adj* inside a person, thing, or organization: *We use the company intranet for internal communications.*

Internet /'ɪntənət/ n [*sing.*] a public network which links computers around the world: *I did most of the research on the Internet.*

intranet /'ɪntrənət/ n [C] a private network of computers, like the Internet, which can only be used by people in a particular company or organization.

Pair work
study the
dictionary
extract.

- How many meanings does *information* have?
- Why does the word *input* appear twice in **bold**?
- What do we call someone who provides information?
- What part of speech is *internal*? Give the antonym of the word.
- Which is correct: Bad information is/ are responsible for many business failures.
- Is the sentence correct:
The manager spoke to his staff and informed.

1



2



3



4



1) How ICT is being used in the pictures?

2) Which pictures show systems doing work that people once did?

3) How was this work done before ICT was introduced?

Share your thoughts:

What is the role of ICTs in the workplace?

Can you think of a job where the usage of technology is not required these days?

Think about the jobs that didn't exist ~10 years ago. Which ones come to mind?

What about the possible jobs that might disappear/become irrelevant in the future? Which ones? Why?

What major changes do you think may happen in terms of technology advancements in the future?

Watching a video

- Watch a video about **technology and its impact on the world of work** at <https://www.youtube.com/watch?v=oQQbPhfsASI>
- Discuss the questions:
 1. In the video, what “important” aspect is mentioned about AI? Can it ever fully replace a human at a workplace? Why/why not?
 2. What are some of the technology jobs that exist today?
 3. Why would someone want a career linked to the digital world?



1. What are the advantages of using ICT in the workplace?

2. What would be some disadvantages of using ICT in the workplace? Why?

Watch a video for some ideas -

Role of ICTs in the Workplace (6 min)

<https://www.youtube.com/watch?v=qac-BSF4krE>

Pre-reading activity:



Faculty: ICT

Assignment

Do some research into the use of ICT in the workplace.

Make notes to answer these questions.

- 1 How is ICT used in the workplace?
- 2 What are the advantages for businesses of using ICT?
- 3 What factors do businesses have to consider before they invest in ICT?

Read the
text
(5-7 mins):

ICT at Work

I(nformation and) C(ommunication) T(echnology) at Work



ICT plays a key role in business today. In fact, its use is now so widespread that it is difficult to succeed without it. Rapid developments in the ICT sector in the last two

decades have produced a huge range of new products and services. These include products such as personal computers (PCs), notebooks and fax machines, and services such as e-mail, intranet and the Internet. Businesses of all sizes and types use computer-based systems like these because they offer a better way to work – one which can save time and money.

Firstly, ICT is a faster and more efficient way for people to communicate. Businesses no longer have to rely on slow postal services. They can send and receive information and documents by text, e-mail or fax. Video-conferencing means people do not need to travel long distances to attend meetings. ICT provides a way for people within an organization to contact each other quickly and share work. It also means that they can work with people around the world.

ICT is also used to input, store and manage information. One common use of office computers is to record, find and work with information. For example, businesses use word-processing (WP) or desktop publishing (DTP) packages to produce company documents, and databases to store customer details and produce mailing lists. In the past, these tasks took hours, days or even weeks and produced a lot of paperwork. With ICT they take less time and cost less. Such electronic systems also save storage space.

Another area where ICT is important is the retail industry. Most items on sale in shops have a small black and white label called a bar code. Many shops combine bar-coding with electronic point-of-sale (EPOS) systems. The customer takes an item to the cashier, who uses a scanning device to read the bar code and find out the price of the item. The EPOS system logs each sale and helps the shop manager to decide which products to reorder from the supplier. Some EPOS systems are even programmed to do the ordering.

Manufacturers use new technology to design and build products. At the design stage, they use computer-aided design (CAD) software to produce new ideas and designs. In the production stage, many companies use robots. These are machines that do the work of people, and are controlled by computer-assisted manufacturing (CAM) programs. Robots can carry out routine, complex and dangerous procedures. They can work 24 hours a day and the standard of their work remains constant because they do not get tired or bored. As a result, companies can improve their production rates without losing quality.

New technology, then, offers a range of benefits. Firstly, it saves time. Tasks that once took a long time to do by hand now take a fraction of that time. Secondly, ICT improves communication between people, speeding up business transactions and decision-making, and opening up new markets around the world. Thirdly, inexpensive ICT solutions can often replace expensive people. Consequently, companies can reduce the size of their workforce and their wage bills. Finally, ICT can increase the quantity and improve the quality of goods produced, which may also increase profits.

However, it is important to understand that there are costs as well as benefits. ICT systems can be very expensive. Companies have to choose systems which suit their needs and are cost-effective before investing in ICT. They have to consider several factors. Firstly, technology is constantly developing, which means that systems need to be regularly upgraded. Another issue is staff training. There is no point installing an ICT system if workers cannot use it. Lastly, there is the cost of technical support, such as a helpdesk, to ensure that everything runs well on a daily basis.

Modern technology is here to stay. It would be almost impossible to ignore computer-based systems or to return to working without them. However, successful use of ICT requires investment in both equipment and skills. Businesses of all sizes need to make the right choices because there are risks, as well as benefits, involved.

Post-reading

:

2.4 Extending skills

using research questions • writing topic sentences • summarizing

A Discuss these questions.

- 1 Can you remember how ICT is used in different types of businesses?
- 2 What are the benefits of using ICT?
- 3 What are the costs?

B The lecturer has asked you to do some research into *the changing nature of work*.

- 1 What effect has ICT had on the work that people do?
- 2 Think of good research questions before you read the text on the opposite page.
- 3 Look quickly at the text on the opposite page. What is the best way to record information while you are reading?

C Study the text on the opposite page.

- 1 **Highlight** the topic sentences.
- 2 Read each topic sentence. What will you find in the rest of the paragraph?
- 3 Which paragraph(s) will probably answer each research question? Read those paragraphs and make notes.
- 4 Have you got all the information you need? If not, read other paragraphs.

D Use the Internet to find out more about how work is changing because of ICT. Explain how this seems to fit an organization or a person that you know.

- 1 Make notes.
- 2 Write a series of topic sentences which summarize your findings.
- 3 Report back to the other students. Read out each topic sentence then add extra details.

Read the text
(5-7 mins)

“Changing the
way we work”

Changing the way we work

In the past, many people stayed in the same job for their whole life. When ICT first appeared in the workplace, many people feared they would lose their jobs to machines. This was true in some cases. For example, robots have replaced large numbers of production line workers in the manufacturing industry. Service industries, such as banking, also cut jobs when they brought in automated systems. However, while technology has made some jobs disappear, at the same time it has created new types of employment. These include jobs in areas such as software engineering and website design. Nowadays, people have to prepare for change, possibly involving retraining more than once.

The introduction of modern technology has not caused high unemployment, but it has meant that workers need new skills. Many people have retrained so that they can find new work in customer service industries, like call centres. Some have moved into the ICT industry to work as developers or trainers. Others have learnt to do their old jobs in a new way. For example, typists and journalists now work with computers instead of typewriters. Some people find that new technology has changed their work and given them increased responsibilities. This can mean that their jobs are now much more interesting.

ICT is not only changing the nature of work, it is also starting to change *where* that work is done. Most office workers travel to and from work every day. Now companies are starting to look at the possibilities of teleworking, or telecommuting, where staff work at home or from a telecentre. They use computers and telecommunications equipment to stay in contact with their office.

Telework has advantages for both employers and employees. Firms save money because they do not need large offices. They can recruit people who live further away or who would find it difficult to work normal office hours: for example, women with children. However, it does mean that they lose direct control over their workers. Employees save time because they do not have to commute long distances and can organize their work to suit themselves. The disadvantage for teleworkers is that they work alone and may miss sharing ideas with their colleagues, or working as part of a team. They can also find it difficult to separate work and home life.



The same systems that allow people to work from home also allow employers to outsource work to cheaper areas. In Britain, firms have opened telecentres outside the major cities. They have opted for towns where office space and labour are not so expensive. However, there is no reason why work cannot be moved to cheaper parts of the world. Indeed, over the last few years, a number of multinational companies have closed call centres and data-processing centres in Britain and moved the work to India, where salaries are lower. More recently, however, some large UK companies have brought their operations back into the UK due to customer service issues. This is, perhaps, a good example of companies thinking about ICT in isolation without thinking of what's best for the business or their customers.

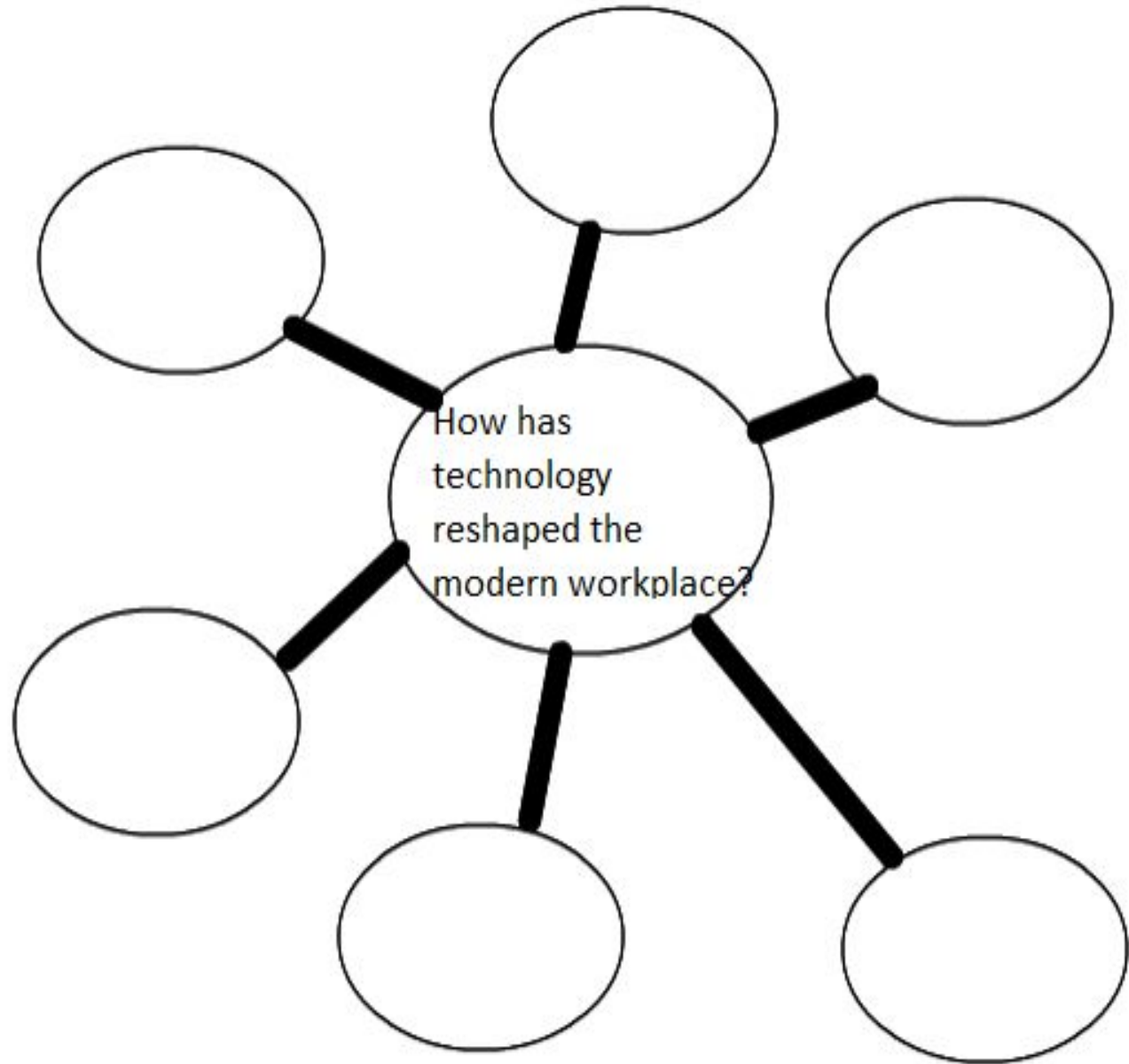
The increasing demand for good ICT skills in the workplace has also had an impact on the world of education. Many governments have responded by investing in new technology for schools so that pupils can learn both with and about computer-based systems. Universities now offer a whole range of ICT-related courses, which means that teachers have had to learn to use ICT to deliver lessons in the classroom or teach entire courses online. This kind of change is important because young people who have computer skills will have an advantage when it comes to finding work.

How, when and where we work is changing and will continue to change. Success depends ultimately on whether we accept or reject this change. People have to be more flexible about the hours they work and the type of work they do. Nowadays, job security no longer comes from finding a job and staying in that job for life. It comes from having the skills and flexibility to adapt to change and being prepared to learn new things.

Group work:

In groups, think of 10 ways how technology has reshaped the modern workplace.

Draw a spidergram presenting your ideas.



Reflection



What new things have you learnt today?



Recall some new words you've learnt in the lesson



Is there anything you didn't understand in the activities or the text?



Have you participated in each activity?

Thanks for participating!