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| □Listening / Speaking ■Reading □Grammar □Writing | | | | | | |
| **Topic: EMOTIONAL LABOR** | | | | | | |
| Instructor:  **Suzy** | | | Level:  **Pre-intermediate** | Students:  **12** | | Length:  **50 Minutes** |
| Materials:  - White board, markers, board erasers,  - ‘POSCO Dismisses Exec Over Ramen Rage’  - Discussion Worksheet  - Emotion card, (worried, confused, angry, bored, excited, frustrated, happy, relived, sad, tired, scared, surprised)  - Emotional situations. | | | | | | |
| Aims:  - Students will elicit the term “Emotion” watching pictures.  - Improve Ss reading skill by reading a story.  - Improve their skill to understand the contents they read in literal, interpretive and applied way through the worksheet activity.  - Improve Ss speaking ability by having students do discussion. | | | | | | |
| Language Skills:  - Speaking: Students will speak out their own opinion on the topic at post activity session.  - Listening: Students will listen to other students speaking their own opinion, Teacher talk. .  - Reading: Students will read the story.  - Writing: Students will write their own opinion before presenting. | | | | | | |
| Language Systems:  - Phonology: Teacher talk, other Ss talks.  - Lexis: Students will learn the words and idioms in the story.  - Grammar: How Students will learn the grammar necessary to understand the story.  - Discourse: Responding the teacher, Activity. | | | | | | |
| Assumptions:  - All students know about the concept of “Emotion”.  - All students know how the class will be set up and run. | | | | | | |
| Anticipated Errors and Solutions:  - Some Students may not be able to read the story easily.  Solution: Teacher gives more time to read again and help them with grammar and words.  - Some students finish their tasks earlier than anticipated,  Solution: Teacher may ask students about their own experience. | | | | | | |
| References: - [www.naver.com](http://www.naver.com), <http://www.koreaherald.com>, [www.bogglesworldesl](http://www.bogglesworldesl).com | | | | | | |
| **Lead-In** | | | | | | |
| Materials: - | | | | | | |
| Time | Set Up | Student Activity | | | Teacher Talk | |
| 3min  2min | Whole  Whole | Ss greet and listen to teacher.  Ss response. | | | Short greetings.  Tell T’s stories from past job experience.  Elicit the feelings from Ss. | |

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| **Pre-Activity** | | | |
| Materials: - Emotion situation, Emotion card, (worried, confused, angry, bored, excited, frustrated, happy, relived, sad, tired, scared, surprised) | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 1min  5min | Whole  Whole | Ss receive the cards.  Ss guess. | Eliciting “Emotion”.  “Now let me give you some picture cards.”  “Read the card and ask the class what the feeling is.”  (Write some answers on board)  Until any student gets the certain words. |

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| **Main Activity** | | | |
| Materials: - Reading material, Group discussion worksheets | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 1min  1min  1min  4min  3min  8min  8min | Whole  Whole  Whole  Whole  Whole  Whole  Group  Group | Ss listen.  Ss receive the material and  Start to skim for 1min.  Ss answer.  Ss listen.  Ss read.  Ss listen and form groups.  Ss Discuss  Ss present | Guiding Questions  “How do you use your emotion when you work?”  Read - skimming    “Let me give you a story to read. You have one minute to skim the passages and check the words or expression you do not know.”  (While giving instruction, distribute the script.)  “Have you checked the words or expressions you do not know? Then, say what you checked.”  Write the words that students say on the board.  Here are some words you may not know. If we know the meaning of these words, everyone in this class will easily read and understand.  Let’s find out what these words mean.  Here are some explanations that may be needed on “\_\_\_” and “\_\_\_”. Tell students directly the meanings and explain on these words. (Prepare some materials and use them if necessary)  (Have student reads the words written on the board.)  Reading Comprehension.  Now, you can easily read and understand the story. I will give you 3minutes to read the story carefully, and answer the questions on this work sheet with your group.  (While Students read, distribute the work sheet to each student.)  Instruct and give time to Ss.  Have you finished your worksheet?  Good. Let’s check the answer.  (Read the question with students and let students answer the question) |

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| **Post Activity** | | | |
| Materials: - Emotion card, (worried, confused, angry, bored, excited, frustrated, happy, relived, sad, tired, scared, surprised) | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 2min  5min  6min | Group  Group  Group | Ss form groups.  Ss make plans.  Ss act out & Ss guess. | Give instruction.  You have to express the emotion without any words. Use your motion only.  Give time to Ss.  Close by giving Ss feedback about their accomplishment and improvement.  T dismisses Ss.  Thank you for your great work today! |

<Reading material>

**POSCO Dismisses Exec Over Ramen Rage**

The nation’s leading steelmaker POSCO dismissed on Monday an executive of its power generation subsidiary POSCO Energy, who reportedly physically and verbally abused a female flight attendant.  
  
The disputed man, identified by his family name Wang, is known to be an executive director in the renewable energy sector of the POSCO subsidiary.

He claimed that the in-flight meals tasted bad and that ramen he ordered as a substitute was not properly cooked.

The company made an official apology on its website and blog, pledging to thoroughly investigate the case and to take stern measures as soon as possible.  
  
Parent company POSCO, too, offered an apology online on behalf of the entire conglomerate.  
  
Controversy also arose over an air log, a chronological record of events allegedly written by one of the attendants on the flight.  
  
According to the file, which quickly spread through social networking sites, the man not only hit the attendant but used insulting and intimidating words all throughout the flight.  
  
Korean Air refrained from commenting on the log, claiming that its source was unidentified, but hinted that the content was all true.  
  
“We will take the case to the investigative authorities, should the flight attendant make the request,” said an official of the airline company.

**<Group Discussion >**

1. Have you ever experienced ‘emotional labor’? What kind of job was it?

2. What do you think of this kind of job?

3. Have you experienced or heard of a similar situation?

4. How can this situation be managed?

5. What would you do if you were the flight attendant?







