

(Urging; sequencing; agreeing/disagreeing)

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*Many companies are reducing the size of the workforce, while at the same time expecting their employees to provide a high level of customer care. Maintaining the morale of the staff is both difficult and necessary, and is becoming more and more a central management challenge.*

You and your partner, in the Human Resources department of a company which is in the process of reducing its workforce by 20%, meet to devise a strategy to ensure that employee morale remains as high as possible during the period of downsizing.

Tell your partner about the following list of five strategic actions which you have drawn up. Your partner will also tell you about the points which he or she has noted. Then, together, choose the five key actions for your strategy in order of priority.

**YOU want to:**

- 1 introduce full consultation with the trade unions on future redundancies**
- 2 introduce performance-related pay for all staff**
- 3 promise training-for-all and training-for-life programmes for all staff**
- 4 create career development plans for all staff involving full consultation with each individual staff member**
- 5 increase funding for the Communications Department, in particular for the in-house magazine.**

**YOU START.**