UNIT 7

Workplace Privacy

1 Focus on the Topic

A PREDICTING

1. Look at the cartoon. The man says he is willing to give up civil liberties in order to gain security. However, he is worried that doing so might mean there will be few civil liberties left. Can you guess what he means by "civil liberties" and "security"?

2. What do you think of when you hear the word *privacy*? What does it mean to you? Brainstorm topics or words that may come up when discussing this issue, such as *snooping, confidential,* and *wiretapping.*

B SHARING INFORMATION

In a small group, discuss your answers to the following questions.

1. Our ability to enjoy privacy often depends on the physical nature of the space we inhabit. Think about the home you grew up in and the home you are living in now. How does your sense of privacy compare in the two places? What factors make it easy or difficult to find privacy?
2. Think of different cultures you are familiar with. Comment on how the sense of privacy may differ. Think of home, school, and workplace. How much privacy do people expect? How is privacy protected?
3. When do you feel your privacy is being invaded? For example, would you feel your privacy was being invaded if _____?
   a. an employer opened and read your office mail or e-mail
   b. a colleague looked through your files, either on paper or on computer
   c. someone you just met asked your age, marital status, or salary

C PREPARING TO LISTEN

BACKGROUND

Read the information about workplace privacy.

"At first, it was just the supervisor coming around to take a look. Then they installed the video cameras in the corner of the office to keep watch. Now the boss is tapping our phones to monitor calls. What's next?"

—Scott Trower, computer programmer

Employees

As Scott Trower's comments indicate, Americans have begun to feel that their privacy is being invaded—especially at work. New, more sophisticated technology is being used to check up on, or monitor, people as they do their jobs. Sometimes employers even want to know about how employees spend their leisure time.

Most employees, from production line workers to managers, believe that employers have the right to evaluate the quality of their work. However, they feel that watching over people with cameras, computers, or wiretaps is invasive and unnecessary. Furthermore, trying to control people's off-the-job behavior is clearly wrong.

Employers

Employers argue that they need information about employees in order to make important decisions about quality and safety on the job. Information

about employees' physical and psychological health, political preferences, and so on allows employers to give help to those who need it and reward those who are especially productive and healthy.

Moreover, improvements in technology are making it quite simple to obtain information about behavior both on and off the job. Scott Trower's employer did not inform the employees about the new monitoring mechanisms. The devices simply appeared one day.

The Law

In the United States, there are few protections against invasions of privacy. The Fourth Amendment (1791) to the Constitution prevents the government from searching or removing things from one's home without proper permission. The Electronic Communications Privacy Act (ECPA) of 1986 prevents an employer from listening to personal telephone conversations that take place during the work day. However, the act permits monitoring of business calls. The American Civil Liberties Union (ACLU) and other organizations are promoting ways to expand protections for Americans' privacy in the workplace.

Many countries have no laws about workplace privacy; others have some protections. In France, laws forbid the collection of information about an employee's political, religious, or union memberships. In Germany, laws require that every company hire a "privacy" officer whose job is to make sure that only a minimum amount of information is collected. Under Canadian law, employers must tell employees how personal information will be used. Under Swiss law, employers must justify to employees any camera surveillance or monitoring of the workplace. Hong Kong has a Privacy Commissioner for Personal Data to raise awareness of privacy issues for businesses and individuals. In a 2000 survey, the people of Hong Kong ranked privacy the third most important social issue, behind air pollution and unemployment.

The Facts

According to a recent survey of American companies:

- 78 percent monitor employees in some way
- 63 percent monitor Internet use
- 47 percent monitor e-mail use
- 18 percent view employees by video
- 12 percent review phone messages
- 8 percent review voicemail

The Issue

Where should we draw the line between the employer's right to run a business and earn a profit, and the employee's right to privacy? This issue is being hotly debated in the press, on radio talk shows, and in online discussion groups on the Internet.

*Read the following statements about the rights of employers and employees. Next to each statement, write **A** (agree) or **D** (disagree). Then, working in small groups, compare your answers with those of other students. Give reasons to support your opinions.*

An employer should have the right to _____.

_____ 1. listen in on employees' work-related phone calls *without* telling them

_____ 2. listen in on employees' work-related phone calls *but* tell the employees

_____ 3. test employees for drug use if they hold *high-risk positions* such as airplane pilot, police officer, or firefighter

_____ 4. test employees for drug use if they hold *low-risk positions* such as secretary, teacher, or computer programmer

_____ 5. videotape employees to monitor performance

_____ 6. videotape employees to prevent theft of equipment

_____ 7. videotape employees in rest areas such as locker rooms, employee lounges, and so on

_____ 8. see employees' health records

_____ 9. read employees' e-mail or office mail

VOCABULARY FOR COMPREHENSION

Work in groups of four or five. Read aloud the opinions of the callers who phoned in to a radio talk-show program to comment on workplace privacy. Match each underlined word with a similar expression in the list that follows the dialogue.

HOST: Hello. You're on the line with *Talk of the Town.*

CALLER 1: Hi. I'm Bob from Tallahassee, Florida. I just wanted to say that I have a sneaking suspicion that there's a lot of (1) surveillance in our office, but I don't always know when and how it's done. Sometimes our boss scans our office with video cameras to see whether we're doing a good job. I mean, talk about (2) Big Brother watching. Snooping into our private lives is really outside the (3) scope of responsible business. The thing we need to look at is why companies want to control our lives and restrict our freedom.

HOST : Thanks, Bob. Now, let's move on to Mary from Minneapolis.

CALLER 2: Hello. Thanks for taking my call. I love your show. I used to work in a company where they (4) kept an eye on the workers constantly. They kept (5) a log of all outgoing long-distance and local calls of each employee. In this suspicious atmosphere, it was impossible to have a sense of pride and (6) dignity in my work. I felt (7) demeaned. I just felt they didn't respect me. My boss had no (8) legitimate reason to know whom I called. It was a clear invasion of my privacy. The point I want to make is that employers have gone too far.

HOST : OK, thank you. Hello, Louis. You're on *Talk of the Town.*

CALLER 3: Good afternoon. I'm calling from my cell phone on the New Jersey Turnpike. I can't understand what's (9) driving this increase in employee monitoring. It's unfair. Employers just (10) eavesdrop on employee phone calls whenever they want, listening to both personal and business calls. They also do drug testing (11) willy-nilly, without warning, and for no good reason. I mean, you'd have to agree our privacy deserves some (12) safeguards.

HOST : OK. I think we have time for one more call . . . Susan from Little Rock, Arkansas.

CALLER 4: Hello. Great show! I am the owner of a company that manufactures highly sophisticated computer chips. There's nothing harmful or (13) sinister about these monitoring practices. As an employer, I have the right to know how my employees are using their time. On top of that, we have a lot of expensive equipment in our offices. I use the video cameras to (14) deter theft. And in addition, my managers and directors use e-mail to handle a great deal of business. I have sophisticated monitoring equipment to check their e-mail to watch for any abusive language or (15) racial slurs. This is for the employees' own protection.

____ **a.** lawful; reasonable

____ **b.** evil

____ **c.** true worth and nobleness of character

____ **d.** watched closely

____ **e.** listen to secretly

____ **f.** prevent

____ **g.** insulted

____ **h.** the act of watching carefully or secretly

____ **i.** insulting comments about a person's race

____ **j.** causing

____ **k.** unpredictably; without our choosing

____ **l.** an official written record

____ **m.** authorities that control people*

____ **n.** protections

____ **o.** range

---

* ***Big Brother:*** a reference to George Orwell's novel *1984,* in which an all-powerful government controlled the minds and behavior of its citizens

2 Focus on Listening

A LISTENING ONE: *Interview on Workplace Surveillance*

You will hear an interview from the radio news program *Weekend Saturday* that aired on National Public Radio in the United States. The interviewer, Elaine Korry, reports that secret workplace monitoring has increased dramatically in the United States.

Work with another student. Make a list of the reasons you think workplace monitoring may be increasing. Then listen to the excerpt to check your predictions.

LISTENING FOR MAIN IDEAS

Read the following questions. Then listen to Part One of the interview, and write short answers to the questions. Do the same for Parts Two and Three. Compare your answers with those of another student.

Part One

1. How common is it for companies to monitor their employees at work?

_____

2. What warning does Eric Greenberg, of the American Management Association, issue to employees?

_____

3. According to Greenberg, what three things do employers have a right to know?

_____

Part Two

4. According to Larry Finneran, of the National Association of Manufacturers, what are some positive aspects of monitoring?

_____

5. Why does Rebecca Locketz, a lawyer with the American Civil Liberties Union, oppose surveillance?

_____

6. According to Locketz, what two safeguards should employees be entitled to?

_____

Part Three

7. How does the 1986 Electronic Communications Privacy Act safeguard employee privacy?

_____

8. According to some studies, what is the effect of electronic monitoring on worker performance?

_____

LISTENING FOR DETAILS

*Listen to Part One of the interview again. Read the sentences, and write **T** (true) or **F** (false) in the blank. Correct the false statements. Do the same for Parts Two and Three. Then compare your answers with those of another student.*

Part One

F 1. Many attorneys believe that employees ~~should~~ do not give up their privacy rights when they go to work.

___ 2. One-third of the 900 U.S. companies surveyed said they use surveillance methods to monitor their employees.

___ 3. Greenberg is worried that 25 percent of companies spy on their work force without telling them.

___ 4. In the last five years, the number of employees being monitored has increased by 50 percent.

___ 5. Greenberg thinks workplace surveillance is morally wrong and should be stopped.

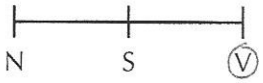
___ 6. The U.S. Postal Service monitors the number of pieces of mail delivered correctly.

Part Two

___ 7. The National Association of Manufacturers keeps a log of all employee phone calls for quality control purposes.

Excerpt One

1. Eric Greenberg warns that employees may be watched at any time. How strongly does Greenberg express his warning?

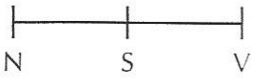


2. How do Greenberg's choice of words and tone of voice support your decision?

Choice of words: "Any employee," "anytime."
Tone: Stresses "any," clear and decisive.

Excerpt Two

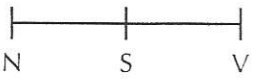
3. Greenberg suggests that companies are acting like Big Brother when they do performance monitoring. How strongly does he believe this?



4. How does his choice of words support your decision?

Excerpt Three

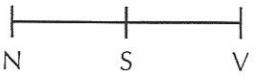
5. Rebecca Locketz feels it's unnecessary to monitor employees' word processing output. How strongly does she believe this?



6. How do her choice of words and tone of voice support your decision?

Excerpt Four

7. Locketz believes there should be no monitoring in company rest areas. How strongly does Locketz express her opinion?



8. How do her choice of words and tone of voice support your decision?

2 *Discuss the following questions with the class.*

1. In your workplace or in workplaces you know, describe the amount and nature of employee monitoring. To what extent does the employer monitor computer, phone, or e-mail use? How do you feel about this?
2. Some workplaces implement surveillance devices (such as video cameras or telephone monitoring) for security reasons. How can companies balance the need for security with the individual's right to privacy? How would you feel about losing some of your privacy for the sake of security?
3. As an employee, how much and what kinds of monitoring would you be comfortable with?

B LISTENING TWO: *Managers and Employees Speak Out*

You are going to hear several people give their opinions on whether employers should monitor their employees while at work.

Listen to the four viewpoints on workplace monitoring. Listen again, and complete the chart as you listen. Then share your notes and reactions in small groups.

POSITION	SUPPORTS OR OPPOSES	MAIN ARGUMENT	SUPPORTING ARGUMENTS	YOUR REACTIONS
1. *Owner of small data-processing company*	*Opposes*	*By trusting employees, they will perform better.*	• *Surveillance causes loss of trust and morale.* • *People need freedom.* • *Happy people make happy, productive employees.*	Do you agree or disagree? Explain.
2.				How would you feel if you worked in this law firm?
3.				What's your position on making personal calls at work?
4.				Does an employer have the right to have access to your files and papers on your desk? Explain.

C LINKING LISTENINGS ONE AND TWO

Work in small groups. Read the scenarios based on real cases involving workplace privacy. Choose Scenario 1 or Scenario 2. Evaluate the case in light of what you've learned in Listenings One and Two, and discuss the questions that follow.

Scenario 1: Is This Job Really Worth It? Pre-Employment Background Check

Matthew Smith applied for a job as a physical education teacher at a small private school in California. Before the interview, the school asked him to sign a form in which Matthew had to agree to:

- a background check by a private investigator
- a credit check by an authorized bank
- interviews with friends and neighbors
- completion of a lengthy, written personality questionnaire on both personal and work-related topics

Matthew is now wondering whether to continue the interview process.

1. Why is Matthew hesitating? What could he be worried about?
2. What could be the school's rationale for conducting this type of interview process?
3. How would you feel in this situation? What would you do? What do you think Matthew should do?

Scenario 2: How Much Stress Is Too Much Stress? On-the-Job Surveillance

Harriet Callas is an airline reservations clerk. She is monitored by:

- a telephone headpiece that records the length of each call
- a computer that tracks her success at booking flights
- a supervisor who makes sure she follows sales procedures

The stress from this monitoring has caused Harriet to develop a panic disorder, a condition that makes her feel anxious and worried most of the time. She is thinking about either leaving her job or organizing her fellow colleagues to complain.

1. What is Harriet's dilemma?
2. What could be the airline's rationale for conducting this form of monitoring?
3. How would you feel in this situation? What would you do? What do you think Harriet should do?

3 Focus on Vocabulary

1. *The online* Privacy Rights Journal *printed information on the Internet about a workplace privacy case at Nissan Motor Corporation. Working with another student, fill in the blanks in the newsletter with the correct form of the following expressions from the box below. Use the cues to help you.*

be all well and good	keep tabs	scope
cheap shot	leave . . . at the door	step up
concede	legitimate	subject to
fine line	morale	think twice about
go that extra mile		

Privacy Rights Journal—*Cyberspace Issue* Volume 4 Number 2 Page 1

Fact Sheet 27: Bourke v. Nissan Motor Corporation

WATCH OUT! Assume you are being observed in some way in anything that you do or say at your office!

That is the warning that Rhonda Hall and Bonita Bourke should have listened to five years ago. The two women worked as employee trainers at Nissan Motor Corporation. Traveling throughout the United States, they conducted training sessions for car dealers, sales staff, and mechanics. The women were competent, hard-working employees. Their supervisors had often commended them for _____. They
1. (making extra effort)
had handled a great deal of their business-related communication via e-mail. However, they did _____ that at times, "there's
2. (admit)
a(n) _____ between business and personal matters." So,
3. (unclear distinction)

occasionally their online communications were chatty and informal, beyond the _____ (4. (range)) of business. They never really _____ (5. (considered the problems with)) sharing gossip or complaining about their boss.

Their way of communicating _____ (6. (be satisfactory)) until doubts about the content of their e-mail were raised. Having become suspicious, their boss uncovered their passwords and began monitoring their e-mail, which was full of insulting comments about him. Furious and offended, he immediately _____ (7. (increased)) his spying: He tapped their phones and snooped around their offices. For several weeks he _____ (8. (observed carefully)) on them.

Then, one day, Ms. Hall and Ms. Bourke were called in and fired. The news came totally out of the blue. Nissan claimed they were being fired for poor performance. Bourke and Hall immediately filed a formal complaint with top management. They said that the supervisor's surveillance was unfair, that it was "a(n) _____ (9. (unfair attack))." They claimed they had reasonable expectations that their e-mail would not be _____ (10. (open to)) monitoring. The women explained that the eavesdropping practices create low _____ (11. (confidence; pride)) among workers: "Workers can't just _____ (12. (forget)) their pride _____ when they come to work," said Bourke.

Nissan executives defended themselves by maintaining that the monitoring was _____ (13. (lawful; reasonable)) because they owned the company system and the employees' messages were written on company time. Unwilling to give up, the women sued Nissan Motor Corporation for invasion of privacy.

4 Focus on Speaking

PRONUNCIATION: Stress on Two-Syllable Words

Certain two-syllable words are stressed on the first syllable when they are used as nouns and on the last syllable when they are used as verbs.

CD 1 *Listen to the following statements. As you listen, place a stress mark (´) over the stressed syllable of the underlined words. The first pair of statements has been done for you.*

- Companies record service calls.
- They keep records of personal phone calls made by employees.
- The object of installing the surveillance equipment was to create a top-notch security system.
- I don't understand why any employee would or should object to that.

2 *Work with a partner. Take turns reading. Mark the stress (´), and write **N** (noun) or a **V** (verb) after the underlined word. Then listen to the sentences to check your answers.*

1. The ACLU director was shocked by the increase (____) in monitoring and was afraid that willy-nilly surveillance would continue to increase (____).
2. We decided to conduct (____) a comprehensive survey to measure employee conduct (____).
3. The object (____) of my presentation is simply to object (____) to the use of secret surveillance.
4. The boss suspects (____) that she is the only suspect (____) in the case involving the stolen computer files.
5. She got a special permit (____) that would permit (____) her to see confidential employee information.
6. We all had to keep a special record (____) in order to record (____) all personal phone calls.
7. Why do you always insult (____) me with all those insults (____)? Just tell me how to fix the mistakes.

8. We're pleased with your progress (____) in the job so far, but you'll have to progress (____) even further before getting promoted.
9. As hard as I tried to settle the conflict (____) with my boss, our opinions continued to conflict (____) over certain key issues.
10. The company projects (____) big profits from these projects (____).

5 *Work with a partner.*

Student A: Cover the right column. Use the cues to form a statement or question. Use the underlined word in the form indicated (verb or noun), being careful to clearly stress the appropriate syllable. An example has been provided.

*Student B: Cover the left column. Listen to the statement or question. Mark the stress (ˊ) of the key word. Then decide whether the word was used as a noun or a verb, and write **N** or **V** on the line. Switch roles after statement 5.*

Student A	Student B
1. Question: conduct (verb) / survey / computer needs? *Do you plan to conduct a survey to check the computer needs of the employees?*	1. conduct: V
2. Statement: increase (noun) / theft / employee monitoring.	2. increase: ____
3. Question: boss / suspect (verb) / bug the phones?	3. suspect: ____
4. Question: insult (verb) / in front of everyone?	4. insult: ____
5. Statement: make / progress (noun) / protect / privacy.	5. progress: ____
Now switch roles.	
6. Statement: employees / object (verb) / video surveillance / locker rooms.	6. object: ____
7. Question: manager / permit (verb) / personal phone calls / company time?	7. permit: ____
8. Question: boss / keep / record (noun) / long-distance calls / a log?	8. record: ____
9. Statement: lawsuit / conflict (verb) / privacy issues.	9. conflict: ____

B GRAMMAR: Verb + Gerund or Infinitive—Two Forms, Two Meanings

Examine the sentences, and discuss the questions that follow with a partner.

- When she found out she was subject to willy-nilly surveillance, she stopped calling her friends during office hours.
- When she realized how late it was, she stopped to call home and said she'd leave the office in ten minutes.

1. What is the difference in meaning of the verb *stop* in the two sentences?
2. What other verbs can be followed by either a gerund or infinitive with a change in meaning?

Verbs Followed by the Gerund or Infinitive with a Change in Meaning

Some verbs must always be followed by a **gerund** (base form of verb + *-ing*). Other verbs must be followed by an **infinitive** (*to* + base form of verb). Others can be followed by either a gerund or an infinitive with *no* change in meaning.

However, certain verbs that can be followed by either a gerund or an infinitive *do* have a change in meaning. Sometimes the difference in meaning is subtle; sometimes it is very obvious. For example, the meanings of the verbs ***forget*** and ***stop*** change when they are followed by a gerund or an infinitive.

- He will never **forget having** his calls monitored. The experience was so demeaning. (= recall or remember the experience)
- The manager was fired because he **forgot to have** his staff's phone calls monitored. (= remember to do something)
- She **stopped calling** her friends during office hours. (= stopped the activity of calling)
- When she realized how late she was working, she **stopped to call** home. (= stopped doing something else in order to call)

Some other verbs whose meaning changes when they are followed by gerunds or infinitives are ***mean, quit, regret, remember,*** and ***try***.

Read the sentences. From the context, choose the best meaning of the underlined verb. Write the letter of the appropriate sentence next to the correct definition.

1. **a.** To improve customer service, the company tried telephone monitoring for six months. Unfortunately it didn't work, so the company gave up.

   b. By increasing surveillance, the company tried to improve customer service.

   _____ experimented with

   _____ intended

2. a. The attorney convinced them to stop monitoring secretly.

   b. Even though he was very busy with his own work, the supervisor would stop to monitor the new employee's calls every few hours.

   ____ finish in order to do something else

   ____ quit

3. a. The experience was extremely demeaning. Even after several years, he couldn't forget having been snooped on all day at his previous job.

   b. She was fired because she would always forget to record her personal calls in the telephone log.

   ____ forget about something unpleasant

   ____ forget to do a task or duty

4. a. In court, he told the judge that he remembered having sent the e-mail message but he didn't remember what was in it.

   b. Before he went home, he remembered to send his colleagues an e-mail message about the project.

   ____ remembered to do something (task or duty)

   ____ recalled

5. a. To some extent, he regretted having to sue his employer because he had worked there for 20 years. But there was no other way to resolve the dispute.

   b. The judge regretted to inform him that the employer has every right to monitor workers.

   ____ regretted to tell someone something or do something

   ____ regretted something that happened in the past

6. a. After three years of being subjected to willy-nilly surveillance, he quit working there.

   b. Things were not going well at her job. Her morale was low, so she quit to travel around the world.

   ____ stopped

   ____ stopped in order to do something else

7. a. The employees knew that their top-secret work meant intense monitoring from the boss.

   b. The bosses meant to monitor only for security.

   ____ intended; planned

   ____ signified; involved

3 *For this role play, work with a partner. Fill in the blanks with the correct words. Then choose roles.*

Student A: You are a television news reporter interviewing a workplace privacy expert on the issue of pre-employment testing and workplace privacy.

Student B: You are Rebecca Locketz, legal director of the Workplace Privacy Project.

Read the dialogue aloud. Listen to each other carefully, look up as much as possible, and say your lines like you mean them. Be dramatic.

Putting Job Seekers to the Test

REPORTER: Thanks for taking the time to speak to me, Ms. Locketz. I've heard that more and more businesses today are turning to pre-employment tests to try _____ (1. match) workers to jobs.

MS. LOCKETZ: No problem. I'm glad to be here. Yes, that's right. The employee-testing business is booming. Employers are scared. They don't want to regret _____ (2. hire) the wrong person.

REPORTER: Yes, actually, I remember _____ (3. read) about Lori Miller, director of Boeing Aircraft's Child Care Center, a while ago. Miller had to hire 40 childcare workers in 3 weeks. This monumental task meant _____ (4. test) and _____ (5. interview) 200 candidates. Do you know this story?

MS. LOCKETZ: Yes, I do. I spoke to Miller at that time. She said the test was meant _____ (6. provide) her with insight into the candidates. She worried she would forget _____ (7. ask) certain questions.

REPORTER: Uh-huh, that's right. The test really simplified the hiring process. She didn't have to remember _____ (8. question) specific details about the applicant's background.

MS. LOCKETZ: Exactly. In Miller's case, the tests were used fairly. However, in some cases, pre-employment testing violates workers' privacy rights. So, our organization is now trying _____ (9. make) tests legal.

REPORTER: Are you suggesting employers stop _____ (10. administer) the tests completely?

MS. LOCKETZ: No. You misunderstood me. What I am suggesting is that they stop _____ (11. use) the tests willy-nilly and _____ (12. ask) highly personal and inappropriate questions.

REPORTER: So, would you suggest that applicants simply quit _____ (13. take) the pre-employment test if certain questions make them feel uncomfortable?

MS. LOCKETZ: Absolutely. If they don't, I guarantee they will soon regret _____ (14. reveal) information that could later be used against them. These tests are an invasion of privacy.

REPORTER: Yes, thanks for the information, Ms. Locketz. We appreciate your taking the time to be on our show today.

MS. LOCKETZ: My pleasure.

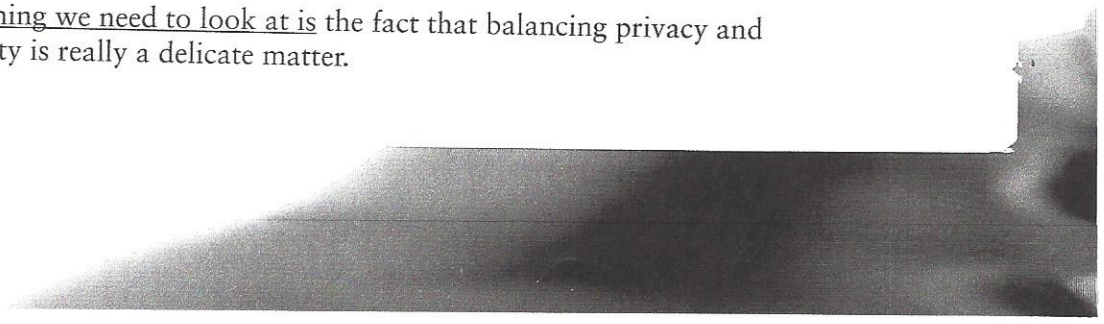
C STYLE: Framing an Argument

Speakers use special expressions to introduce their main ideas and to frame or focus their key arguments. Framing your argument makes it stronger and more sophisticated. Here are some examples from Listening Two. Notice that these expressions are more interesting than "I think . . ." or "In my opinion . . ."

- The real question is, if we're not doing anything wrong, what do we have to worry about?
- I mean, you would have to agree that when you're in the office, you're not conducting your private life.
- The point I want to make has to do with trust.
- Let me just pose a question here: Isn't it a fact that we all take work home once in a while?

Other interesting phrases used to frame an argument are:

- I would say specifically that most employees have no idea their bosses are snooping on them.
- The thing we need to look at is the fact that balancing privacy and security is really a delicate matter.



Work with a partner.

Student A: Cover the right column. Ask Student B the question.

Student B: Cover the left column. Answer Student A's question. Argue your point, using the cues listed. Add your own ideas. Using several of the expressions on page 164, frame your argument. Then switch roles after question 3.

Student A	Student B
1. Should employers have the right to snoop into employees' e-mail?	1. Of course. E-mail _____. • systems belong to the company • monitoring discourages gossip • is really like a postcard *I would say specifically that e-mail systems belong to the company. I wouldn't care if my boss snooped in my e-mail. I have nothing to hide, anyway. If we all know that our e-mail may be read, we wouldn't be likely to gossip or write love letters. I mean, you would have to agree that e-mail messages are really just like postcards.*
2. Should employers have the right to monitor employees' off-the-job activities such as smoking, drinking, and engaging in dangerous hobbies like skydiving?	2. Definitely. These activities _____. • affect the health of the employees • cause employees to miss work • lead to high insurance rates
3. Should employers be allowed to have employees wear an "active badge," a small electronic card that is clipped onto the employees' clothing to keep track of their movements?	3. Sure. Why not? The badge will _____. • allow workers to use time better • tell supervisors where an employee is at all times • eliminate the need to look for workers if necessary
Now switch roles.	
4. Should employers be allowed to install computer software that enables them to monitor employees' computer work?	4. I don't think so. Electronic searches create an atmosphere of _____. • Big Brother is watching • mistrust and fear • stress
5. Should employers do legitimate monitoring?	5. Absolutely. It's necessary to _____. • deter theft • control quality • enhance profits

D SPEAKING TOPIC

Listen to a recording of an interview about the Employee Monitoring Law that recently appeared in the Star Daily *newspaper. Then refer to the transcript below as you prepare a debate.*

BIG BROTHER IS WATCHING YOU!

A new Illinois law permits employers to listen in on workers' phones. Watch what you say!

Star Daily Reporter Ann Riley interviews the governor of Illinois to find the truth behind this controversial new law.

Riley: Governor, I appreciate your taking the time to meet with me.

Governor: My pleasure.

Riley: The employee monitoring law has received a great deal of media attention recently. However, many Illinois citizens are still very confused. What exactly does the new law allow?

Governor: This law permits employers to listen in on their workers' phone conversations. The law permits any listening that serves educational, training, or research purposes. It allows for both computer and phone monitoring.

Riley: How did this law come about?

Governor: Well, it was originally conceived by the telemarketing industry. This industry, which uses the telephone to sell its products and services, needed a way to monitor its employees' sales performance. The retail industry is also a big proponent of the law. Recently, I spoke with the president of the Illinois Retail Merchants Association. He told me the law is helping to make sure that Mrs. Smith gets the red dress in size 6 rather than size 16, which may have been entered into the computer by mistake.

Riley: So, in other words, the law is meant to monitor the quality of customer service calls.

Governor: Yes, for courtesy, efficiency, and overall service.

Riley: Well then, why all the opposition? I hear many groups—from labor unions to the ACLU—are clearly furious about this law.

Governor: Yes, I know. Our office has been flooded with calls and letters. The problem is, the law does not specify whether or not employers must tell employees each time they are being monitored, or just issue a one-time blanket warning. Also, only one person must agree to the monitoring, but the law does not state who must agree—the employee or the supervisor. The scope of the law is so broad that some people find it frightening.

Riley: Yes, it sounds like there are many unanswered questions. I appreciate your speaking with me, Governor. Thank you very much.

Governor: You're welcome.

D SPEAKING TOPIC

Listen to a recording of an interview about the Employee Monitoring Law that recently appeared in the Star Daily *newspaper. Then refer to the transcript below as you prepare a debate.*

BIG BROTHER IS WATCHING YOU!

A new Illinois law permits employers to listen in on workers' phones. Watch what you say!

Star Daily Reporter Ann Riley interviews the governor of Illinois to find the truth behind this controversial new law.

Riley: Governor, I appreciate your taking the time to meet with me.

Governor: My pleasure.

Riley: The employee monitoring law has received a great deal of media attention recently. However, many Illinois citizens are still very confused. What exactly does the new law allow?

Governor: This law permits employers to listen in on their workers' phone conversations. The law permits any listening that serves educational, training, or research purposes. It allows for both computer and phone monitoring.

Riley: How did this law come about?

Governor: Well, it was originally conceived by the telemarketing industry. This industry, which uses the telephone to sell its products and services, needed a way to monitor its employees' sales performance. The retail industry is also a big proponent of the law. Recently, I spoke with the president of the Illinois Retail Merchants Association. He told me the law is helping to make sure that Mrs. Smith gets the red dress in size 6 rather than size 16, which may have been entered into the computer by mistake.

Riley: So, in other words, the law is meant to monitor the quality of customer service calls.

Governor: Yes, for courtesy, efficiency, and overall service.

Riley: Well then, why all the opposition? I hear many groups—from labor unions to the ACLU—are clearly furious about this law.

Governor: Yes, I know. Our office has been flooded with calls and letters. The problem is, the law does not specify whether or not employers must tell employees each time they are being monitored, or just issue a one-time blanket warning. Also, only one person must agree to the monitoring, but the law does not state who must agree—the employee or the supervisor. The scope of the law is so broad that some people find it frightening.

Riley: Yes, it sounds like there are many unanswered questions. I appreciate your speaking with me, Governor. Thank you very much.

Governor: You're welcome.

DEBATE PROCEDURE

1. Divide into two teams, and debate the controversial Illinois law.

   Team A: As telemarketing and retail representatives, you support the law.
   Team B: As ACLU and union representatives, you oppose the law.

2. Working in your teams, analyze the interview for arguments. Add additional arguments, using information from the entire unit.

   Team A: Supporters of the Law

   necessary for quality control

   _____

   _____

   Team B: Opponents of the Law

   invasion of privacy

   _____

   _____

3. Start the debate.

   a. Make an opening statement.

   b. Take turns presenting arguments.

   c. Frame your arguments, using expressions from the Style section on page 164. Try to use the gerunds and infinitives from the Grammar section on page 161.

RESEARCH TOPIC

As a roving reporter, you will ask several people their opinions on the topic of workplace privacy. Follow the steps outlined below to conduct your interviews and prepare your summary.

Step 1: Choose two different workplaces, and try to arrange interviews with both employees and employers. If you cannot, interview people you know who work or run businesses.

Step 2: Working with another student, brainstorm a list of questions to use in your short interviews. Here are some questions you may want to include.

- Are you aware of any monitoring practices done in your company?
- Does your company have a privacy policy? If so, what is it?
- Do you think employers have the right to bug the phones?

Step 3: Practice the following introduction. Then conduct your short interviews. Try to talk to both employers and employees.

Excuse me. I'm doing a brief survey for my English class on the topic of workplace privacy. Could I ask you a few questions?

Step 4: While you interview, take notes on the answers to your questions.

Step 5: Present a summary of your findings to the class.

For Unit 7 Internet activities, visit the NorthStar Companion Website at http://www.longman.com/northstar.