



English in the Workplace

(On-site or Virtual 2hrs per week x12 weeks)

Training Description

An ESL program that is custom-designed to meet the needs of the manufacturing workplace. Classes are centered on the employees' specific job functions. Participants work on the four skill areas (listening, speaking, reading and writing) with an emphasis on speaking and understanding. Grammar, specialized vocabulary, and workplace culture are integrated into the learner-centered classes. A pronunciation component focuses in particular on tone and appropriateness for the U.S. business and manufacturing environment. Classes are employee-centered and interactive; activities include pair and group work, presentations, role plays, work with pictures and authentic materials related to the workplace. We provide initial assessment, ongoing evaluation and check-ins with supervisors. This class can be adjusted based on the needs of a specific workplace, and can be delivered in-person or remotely via Zoom and Google Classroom.

Training Objective

Employees will be more productive and successful in their current positions and have better access to career advancement by improving their English language skills. They will build their sense of workplace expectations and etiquette while being able to communicate more effectively and confidently with colleagues, teams, supervisors and customers. Employees will maximize their contribution to the workplace through clear and effective communication and fewer misunderstandings. This course will provide tools and suggestions to the employee to continue to improve their English after the course has finished.

Skills Attained

In particular, participants will be able to:

- increase the clarity of spoken English
- use appropriate grammar tenses to convey accurate messages and ask and answer questions
- use vocabulary related to the particular business environment; and use polite phrases for requests, making suggestions, disagreeing, clarifying and reminding.
- Increase awareness of workplace culture through working with supervisors to maximize improved communication

Skills addressed include:

LISTENING:

- Respond to statements, questions and commands using some expanded vocabulary;
- Follow simple two-step directions and instructions with some detail;
- Identify simple information from a conversation or in familiar contexts (i.e., listen with a purpose)
- Use context clues to get main ideas and to identify details;
- Respond to simple requests for clarification
- Distinguish language use in informal versus simple formal situations (i.e., pay attention to register)



SPEAKING:

- Produce simple statements, questions, and commands using familiar vocabulary
- Participate in routine social conversations
- Give simple two-step directions
- Retell a simple story
- Use simple expressions of satisfaction/dissatisfaction and agreement/disagreement.
- Use simple expressions to express opinion
- Express lack of understanding and ask for repetition or clarification;
- Use appropriate language in both informal and simple formal situations.

PRONUNCIATION:

- Contrast/Produce phonemes needed to enhance comprehensibility (e.g., based on learners' needs -- /l/ vs /r/ or /th/ vs /t/)
- Contrast/Produce stress of multi-syllabic words
- Contrast/Produce short and long vowel sounds (based on learners' needs)
- Recognize/Reproduce schwa sound used in unstressed syllables
- Recognize/Reproduce s-ending sounds: /s/, /z/ and /z/
- Recognize/Reproduce past "-ed" ending sounds: /t/, /d/ and /d/

READING AND WRITING:

- Use a variety of reading strategies (skimming, scanning, context clues, summarizing, etc.) to improve reading comprehension of work-related materials (email, forms, charts, documents, signs, etc.)
- Recognize and use written names of essential job-related vocabulary
- Write clear and simple informational content (lists, forms, notes, etc.)

The skills outlined above will be learned and practiced within the context of a specific workplace and the modules below may be adjusted based on the needs of a particular work environment, and the English level of the employees.

Course Delivery outline:

- Week 1: Skills Assessment (oral and written); goal setting; community building
- Week 2: Understanding Roles and Responsibilities - organizational vocabulary; formal/informal language and tone
- Week 3: Reading and Following Schedules – time, numbers, chart reading, vocabulary in context
- Week 4: Understand Spoken Instructions – review question words and phrases for clarifying; tense as needed
- Week 5: Giving Spoken Instructions – how to use signal words for sequential steps; checking for understanding
- Week 6: Using Written Instructions – scanning and context clues; understanding signs; tense review as needed
- Week 7: Describing and Documenting Results – time, expressions, quantities, and measurements
- Week 8: Asking and Offering Help – polite/impolite language; importance of tone; workplace culture
- Week 9: Expressing Opinions – making suggestions, turn-taking; agreeing and disagreeing
- Week 10: Giving and Getting feedback – idioms, expressions of satisfaction or disagreement
- Week 11: Review and final assessment
- Week 12: Individual conferences and feedback