



ENGLISH AS A SECOND LANGUAGE: A WORKPLACE COMMUNICATIONS PRIMER

The English language is recognized as an essential business tool throughout the world.

People who are learning English as a second language should be aware that even native English speakers can misunderstand the meaning and intent of communication in the workplace.

Employees with intermediate competency in English as their second language will gain the most from this course.

This one-day workshop will help you teach participants to:

- ✓ Understand workplace communication needs, and remedy deficiencies in their proficiencies.
- ✓ Recognize how culture and the workplace affects communication, and how to work within that framework.
- ✓ Learn and practice effective oral and written communication, including email and videoconferencing.
- ✓ Construct an Individual Action Plan to continue personal growth and skills development.

COURSE OUTLINE

Course Overview

The first part of the day will be spent getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Self Awareness – Skills of Self and Others

You first must be aware of what constitutes effective communication and develop an understanding of your own skill levels. In this session, language benchmarks and learner-centeredness levels will be covered.

Words and Positive Workplace Culture

Meaning is conveyed by word choice and tone. You will explore how words are the major influence in written communication, and tone takes the lead in oral conversations.



Productive Conversations

Understanding feelings and behavior in yourself and others, and using the right words, are crucial to conveying your message. Improving your abilities in in both these areas is the goal of this session.



Telephone/Videoconferencing

Telephones are still important in workplace communication. Videoconferencing offers unique benefits and challenges. This session will help you get your meaning across, while creating good impressions.

Wordsmith's Toolbox

Welcome to the famously challenging world of English grammar. This session will help you craft words into sentences that are clear in meaning and intent.

Putting Words to Work

Good communication builds good relationships, and, like all things worthwhile, requires knowledge, ability, and practice. Writing emails, developing proposals, and selling yourself are covered in this session.

Individual Action Planning

Clear intentions and detailed planning can pave the way towards accomplishing what you want in life. This last session offers guidance on developing an Individual Action Plan.

Workshop Wrap-Up

At the end of the course, there will be a quick review, the opportunity to ask questions, and assistance in wrapping up an action plan.