

A large, vibrant green puzzle piece is the central focus, positioned on a blue surface. Inside the piece, a white cardboard box is visible, with its flaps open. The background is a solid blue color.

# **ESL Training in The Workplace**

## **A Critical “Piece” of Effective Communication**

Presented by Ronna Timpa,  
Workplace ESL Solutions

# Getting into their shoes...

Let's explore how it feels to have a conversation with a limited English proficient individual.

Think about your experiences...



1. Turn to someone next to you and say hello!

2. Speak for one minute about your last vacation. What did you do?

Hold on...



# What to do.....

Use two verbs with a similar meaning every time you need a verb in a sentence.

For example: “I got out of bed/arose and stumbled/plodded to the kitchen. I brewed/perked some coffee and made/cooked breakfast.”



# Discussion

Speaker – How did it feel?

Listener – Did your mind wander?



# Agenda

What

Who

Why

How



# WHAT





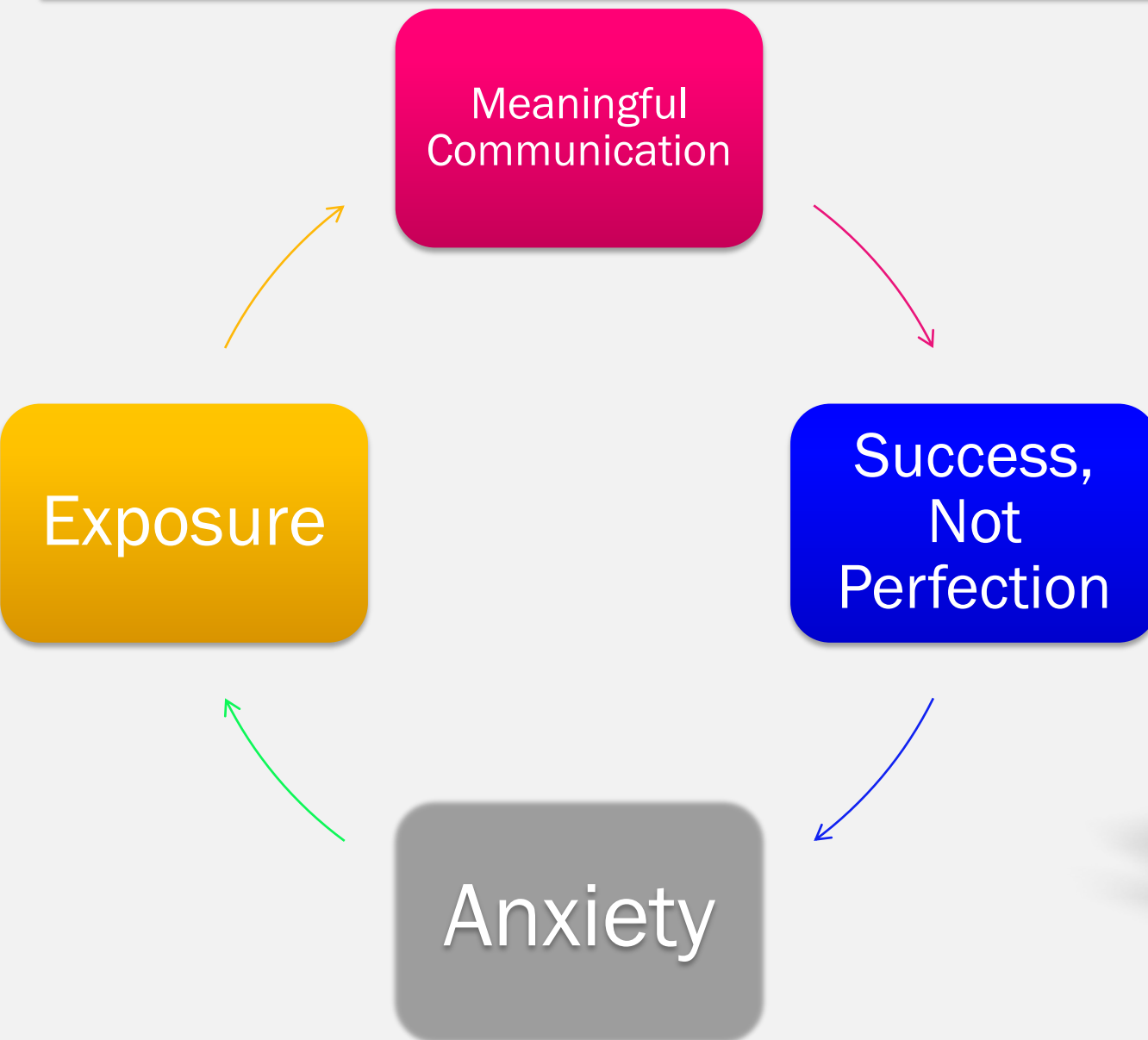




# The Four Basic Language Skills



# Four Principles in Second Language Acquisition



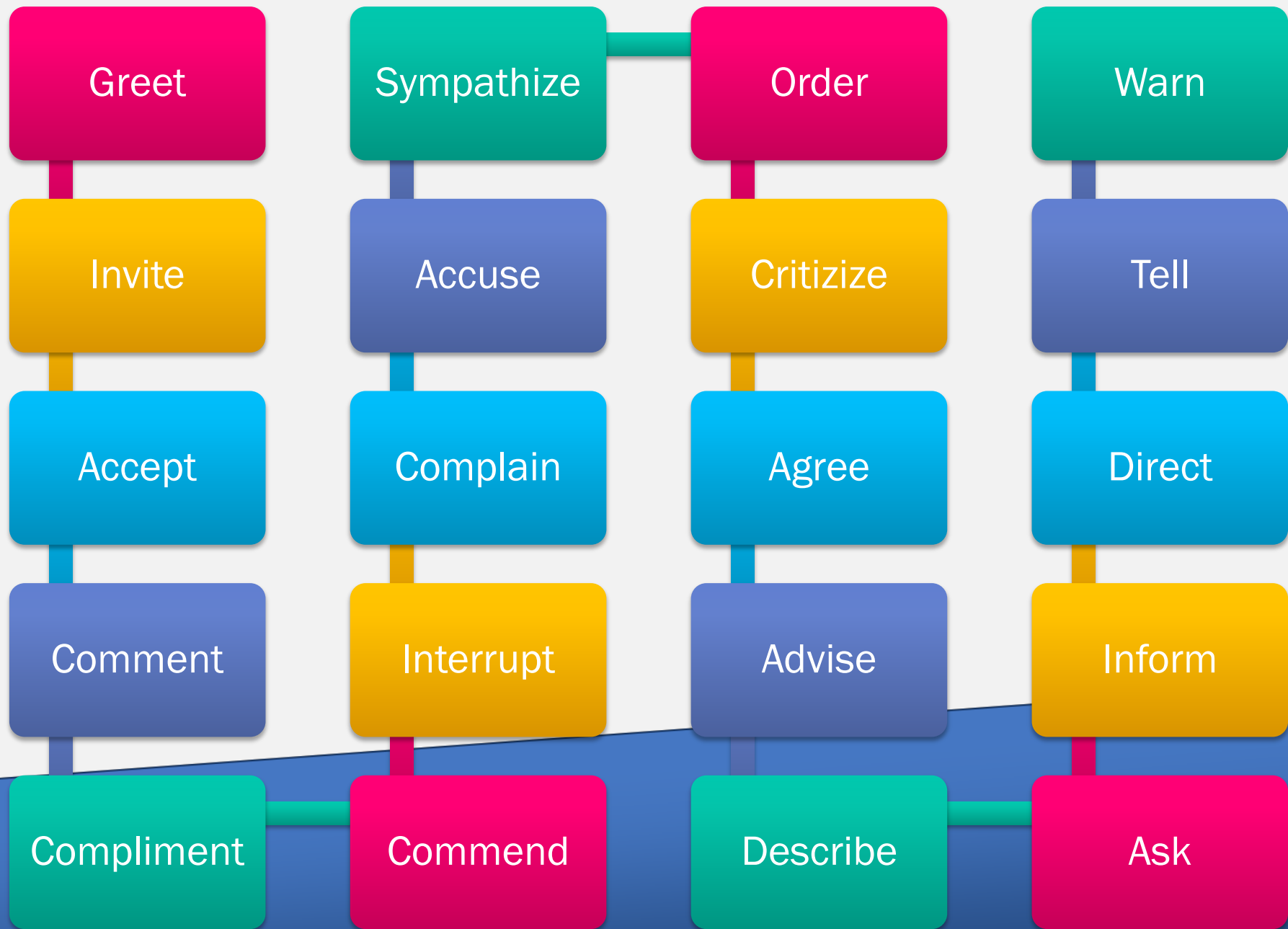
# Communicative Approach

Language instruction that focuses on presenting, practicing, and using language for **REALISTIC** communication tasks that meet the **EVERYDAY, IMMEDIATE** needs of the learner.



# Why Do We Use Language?





# WHO





# Who are the participants?

**Incumbent  
Workers**

**Job Seekers**



# WHY



# MEASUREABLE RESULTS



- 1) Increased Retention
- 2) Increased Wage (starting-ending)
- 3) Advancement Opportunities



# Outcomes you can observe:

More speaking up at meetings

More helping of co-workers

Less time repeating instructions

Asking questions

Fewer complaints by customers

Improved attitude at work

Better teamwork

Improved confidence



# Outcomes you can document:



Decreased  
absenteeism



Fewer accidents



More guest service letters



Increased job retention



Increased promotions



Increased quality  
control



# Benefits to Employers:

**Improved  
productivity**

**Increased  
customer  
satisfaction**

**Increased  
stability of  
workforce**

**Improved  
public  
image**

**Reduced  
conflicts  
among team  
members**

**Less time on  
translating or  
re-explaining**





# Benefits to Employees:

Better ability to  
understand and  
use company  
benefits

More  
opportunity  
for  
promotion

Increased  
self-  
esteem

Increased  
ability to  
follow safety  
procedures

Increased  
comfort in  
talking to co-  
workers

Increased  
confidence, ability  
and interest in  
further education

More willingness to  
speak up at  
meetings and ask  
questions



# HOW



# Setting up WESL at One-Stops and Companies



Needs  
Assessment

Sectors

Classes



**WESL at a One-Stop  
or Job Connect  
should be designed  
for....**



# Sector Specific Workplace ESL

- Aerospace & Defense
- Agriculture
- Clean Energy
- Health & Medical Services
- Information Technology
- Logistics & Operations
- Manufacturing
- Mining & Materials
- Tourism, Gaming & Entertainment



# Variables in The Learning Process

Individual's  
age

Educational  
background

Language  
background  
(alphabet)

Level of literacy  
in his or her  
native language

Degree of  
comfort

Learning  
rate

Motivational  
factors

Personal  
situation

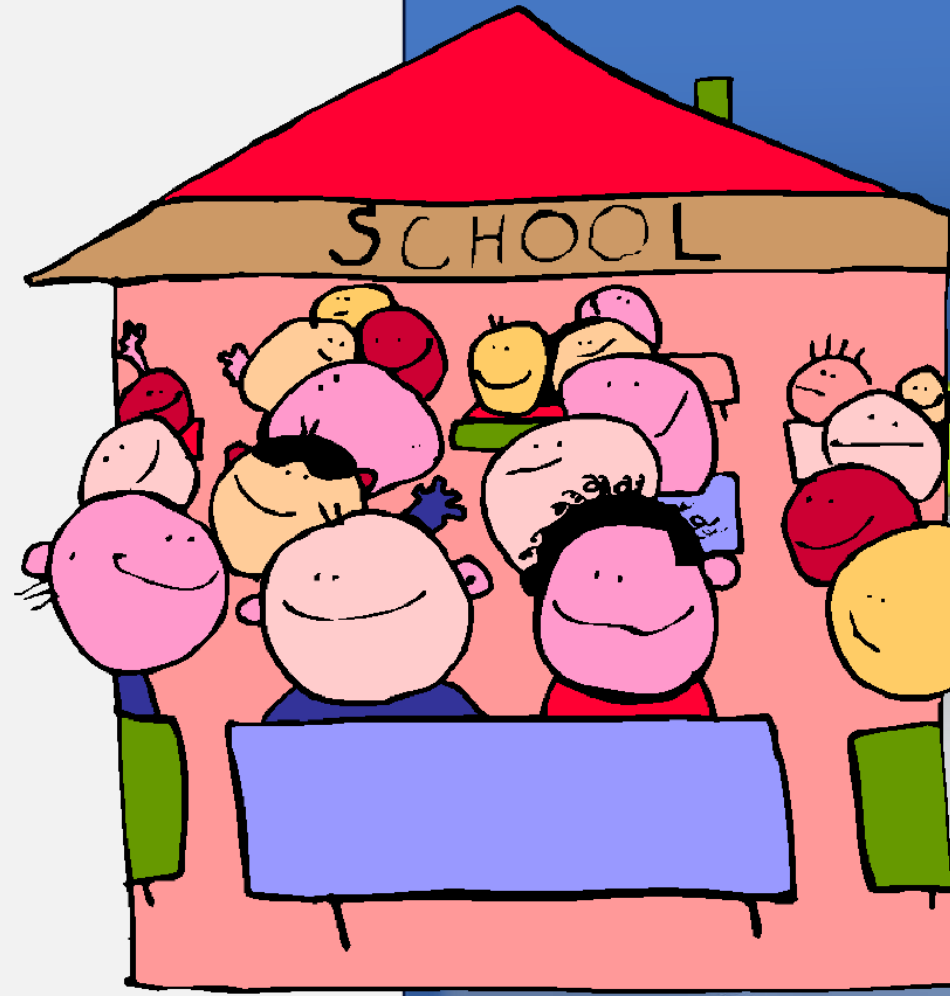
Opportunities to interact with  
native English speakers



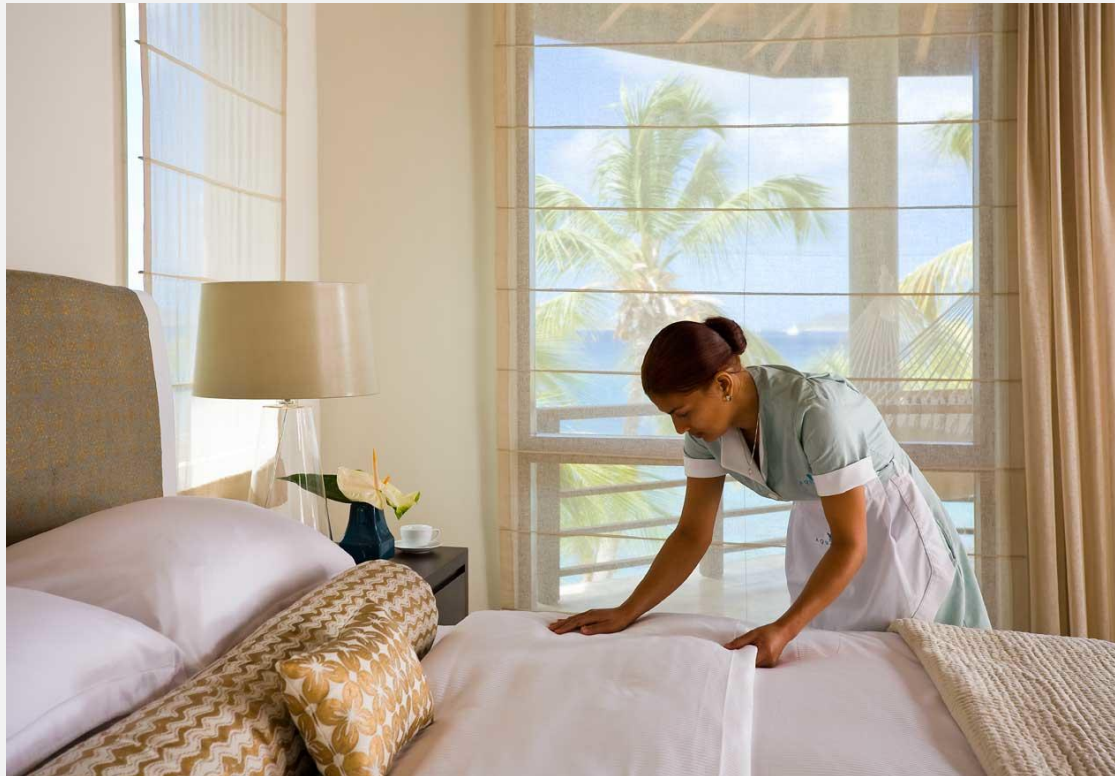


# Incumbent Workers

- Literacy level
- Job before
- Job now
- Job future
- Educational values
- Family values



# What about YOUR LEP Population? What are their needs?



# Groundsperson

- Remove trash and litter
- Sweep sidewalks
- Sweep pathways
- Garden
- Weed
- Wipe windows
- Wipe common furniture



# Make-Ready Technician

- Take out trash
- Fill in nail holes
- Repair sheetrock
- Paint walls/ceilings
- Make repairs to units



# Food & Beverage Workers

- Answering questions
- Asking for clarification
- Reporting accidents
- Reporting emergencies
- Reporting problems
- Greetings
- Pronunciation



# Housekeeper

- Clean appliances & counters
- Clean bathrooms
- Vacuum carpet
- Mop tiled areas
- Maintain public buildings
- Maintain offices





# YOUR Participants

Come to the workplace  
with a

**SKILL SET...**

You can tap into that  
**SKILL SET** by teaching  
them workplace specific  
**ENGLISH!**

**EVERYONE BENEFITS!!**



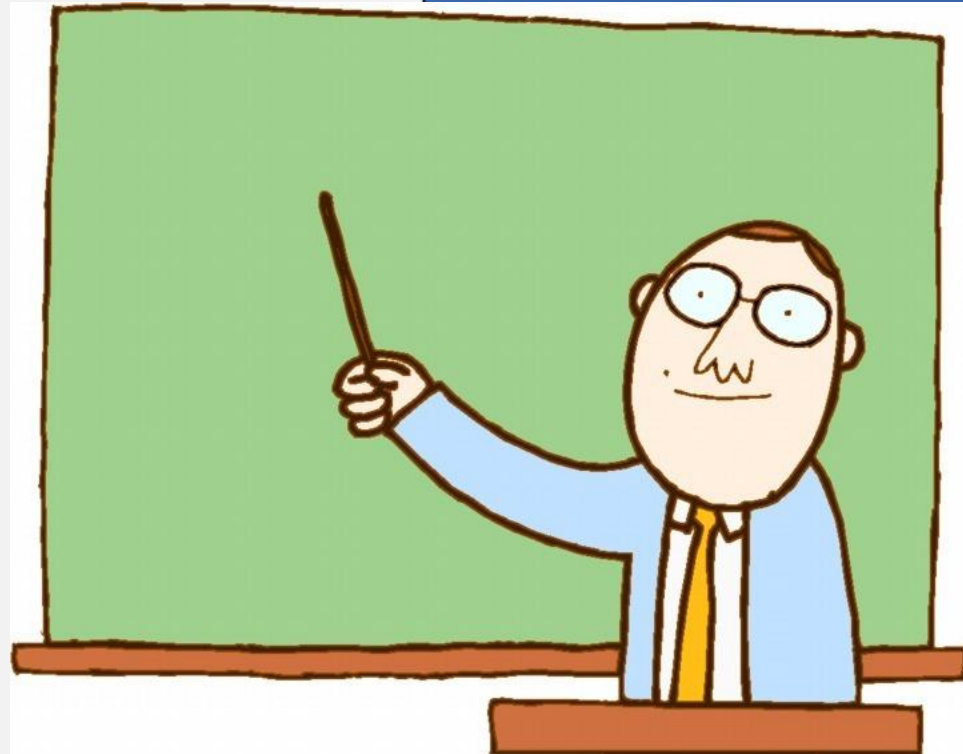
# Specifics of Course

- Choosing participants
- Dates/Times
- Length of course
- Attendance
- Completion
- Graduation



# Hiring a Workplace ESL Instructor

- Objectives
- Methods/Materials
- Credentials
- Licensing/Insurance
- Certification
- Jobs/Culture
- Assessment
- Laughing in classroom



# Methodology

- Group Work
- Pair Work
- Role Play
- TPR
- Games



# WHEN



# GREAT TEXTBOOKS 😊

[www.workplaceESL.com](http://www.workplaceESL.com)

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## Hotel English

Second Edition



Ronna Timpa  
Margaret Rudelich Hoppe & Lyn Pizor

Workplace **ESL** Solutions

## Workplace Spanish



Leslie A. Holloway

Workplace **ESL** Solutions

## Workplace English



Ronna Timpa  
Leslie A. Holloway Lyn Pizor

Workplace **ESL** Solutions



# Questions? Comments?



A large, vibrant green puzzle piece is the central focus, featuring two circular cutouts. Inside the upper-left cutout, a white cardboard box is visible, its flaps open. The puzzle piece is set against a blue background that has a subtle gradient and a slight shadow beneath the piece. The text "Thanks for Listening!" is written in a bold, italicized, blue font across the middle of the green piece.

***Thanks for  
Listening!***

**[www.WorkplaceESL.com](http://www.WorkplaceESL.com)**