ESL Training in The Workplace
A Critical “Piece” of Effective Communication

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Workplace ESL Solutions
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...
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?
The Four Basic Language Skills

Listening  Speaking

Reading   Writing
Four Principles in Second Language Acquisition

Meaningful Communication

Success, Not Perfection

Exposure

Anxiety
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
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 coworkers
- Increased confidence, ability and interest in further education
- More willingness to speak up at meetings and ask questions
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!!
Specifcs 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
Questions? Comments?
Thanks for Listening!

www.WorkplaceESL.com