

INTEGRATING WORKPLACE SKILLS IN ESL CLASSES

WORKPLACE TRANSFERABLE SKILLS (SCANS SKILLS, 21ST CENTURY SKILLS)

- Work in a team
- Interact with others
- Communicate, Collaborate, Cooperate
- Cross-cultural understanding
- Lead/plan/delegate
- Create, Innovate
- Take initiative and responsibility
- Teach job duties to others
- Listen and understand instructions
- Read, comprehend and interpret documents
- Interpret information
- Understand organizational systems
- Fill out work documents
- Take notes
- Manage/monitor performance, goals and time
- Self-evaluate
- Problem solving/ Critical thinking
- Computing and ITC (Information and Communication)
Literacy
- Communication and Media Literacy
- Career and Lifelong Learning
- Self-Reliance

**READING AN ONLINE WANT AD
(BEGINNING HIGH-INTERMEDIATE)**

1. PERSONAL CARE ASSISTANT

Elderly man seeks punctual, reliable and compassionate person to help with activities of daily living. Must be able to drive and have a driver's license. Cooking a plus. The person must be a team player to work with doctors, nurses and family members.

Call 555-5555 to speak with a family member.

- 1) What personal qualities do you need to work at this job?
- 2) What technical skills or special skills should you have to work at this job?
- 3) Discuss with your group if you are punctual, reliable or compassionate.
 - Think about your answers.
 - Share your answers with your partner or group.
 - Report your answers back to the class.

2. AUTOMOTIVE TECHNICIAN

LUBE TECHNICIAN. Full time. Great entry level position for a quality oriented person with the right attitude. Apply Mon.-Fri. 8AM-5PM to Don Maupin at GUY HILL CADILLAC on 4275 Mission Bay Dr.

- 1) What personal qualities do you need to work at this job?
- 2) What technical skills or special skills should you have to work at this job?
- 3) Discuss with your group what it means to be a “quality person” with the “right attitude”.

**TELL ME ABOUT YOURSELF
(BEGINNING LOW TO BEGINNING HIGH)**

A. Ask a student a question. If the answer is *Yes I am*, or *Yes I do*, say *Please sign my paper*.

Yes

1. Are you a homemaker? _____
2. Do you work in a restaurant? _____
3. Do you work the day shift? _____
4. Are you a full time student? _____
5. Do you work in a hospital? _____
6. Are you studying English to become a US citizen? _____
7. Do you work the night shift? _____
8. Do you work in an office? _____
9. Are you retired? _____
10. Are you studying English for better communication with customers? _____
11. Do your children speak English? _____
12. Do you work in a factory? _____
13. Are you studying English to get a better job? _____

B. Sit with a partner. Ask your partner the questions. Listen to your partner's answers.

C. Write 3 sentences about your partner. Tell the class about your partner.

Example: *Elsa works in a restaurant. Her children speak English. She is studying English to get a better job.*

**CONVERSATION QUESTIONS:
 WHAT KIND OF WORKER ARE YOU?
 (BEGINNING HIGH TO ADVANCED LOW)**

Questions to Ask	Questions to Ask	Questions to Ask	Questions to Ask
Do you like to go out for lunch or bring lunch from home?	Do you like to work alone or with other people?	Do you like to send e-mail messages or write letters at work?	Do you like to find information on the Internet or read information in a book?
Do you prefer to speak English or your native language at work?	Do you prefer to work in a big office or a small office?	Would you rather work indoors or outdoors?	Would you rather work in an office or a factory?
Would you rather work during the day or at night?	Would you rather work with your hands or work with machines?	Do you like to communicate in person or by email?	Would you rather talk to people or work at a computer?
Do you prefer to wear a uniform or business attire?	Do you prefer to work full time or part time?	Would you rather give or follow instructions?	Do you prefer to work weekdays or weekends?
Do you prefer sitting at a desk or standing and moving on the job?	Do you prefer to do the same thing every day or learn new skills?	Do you prefer a quiet or noisy work environment?	Do you prefer to work independently or work under supervision?
Would you rather solve problems or have someone else make the decisions?	Would you rather help/teach others or be a learner?	Would you rather learn from a book or on the job?	Do you prefer doing paperwork or talking with customers?

GATEWAY INSURANCE COMPANY PERFORMANCE EVALUATION

A. Read the story with a partner.

Raul works for Gateway Insurance Company. He is a custodian. Raul cleans the building lobby and the hallways, the stairways and elevators, and the restrooms. Last week Raul's supervisor gave him a Performance Evaluation.

B. What did the supervisor say about Raul's work? Read the Performance Evaluation.

Supervisor's Name: Jeff Ingers

Employee's Name: Raul Garcia

Today's Date: January 10, 2011

Lobby & Hallways	GOOD (5)	SATISFACTORY (4)	UNSATISFACTORY (3)	REMARKS
Doors & windows	X			
Drinking fountain		X		<i>Floor a little wet near fountain</i>
Furniture in lobby	X			
Floors	X			
Lights		X		
Walls	X			

Stairways & Elevators	GOOD (5)	SATISFACTORY (4)	UNSATISFACTORY (3)	REMARKS
Doors		X		
Floors	X			
Walls	X			
Railings		X		<i>Need polish</i>

Restrooms	GOOD (5)	SATISFACTORY (4)	UNSATISFACTORY (3)	REMARKS
Lights		X		
Mirrors	X			
Walls	X			
Toilets		X		
Floors		X		
Soap containers	X			
Paper towel dispensers		X		<i>Paper towels almost empty</i>
TOTAL	45	32		

Supervisor's Signature _____ Employee's Signature _____

GATEWAY INSURANCE COMPANY PERFORMANCE EVALUATION

C. Answer the comprehension questions with your partner.

1. What did the supervisor say about Raul's work cleaning the lobby furniture?
 - He said that Raul's work is _____.
2. What did the supervisor say about Raul's work cleaning the restroom mirrors?
 - He said that Raul's work is _____.
3. What is Raul's rating score in cleaning the floors in the lobby? _____.
4. What is Raul's rating score in cleaning the railings in the stairs? _____.
5. What is Raul's total in cleaning the restrooms? _____.
6. What did the supervisor say about the railings? _____.
7. Do you think Raul is a good worker? Why? _____
_____.

Integrating Workforce Skills in the ESL Classroom

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