



## Model Activity Plans for the Workplace

## Introduction

Decoding the business culture and communication patterns in the Canadian workplace can prove daunting for many newcomers. Looking for employment or starting a new position in a foreign language adds another layer of difficulty. To help learners meet their occupational goals, a Model Activities Plan (MAP) for the Workplace has been created.

## Activities

The Workplace MAP serves as a reference guide for materials that support English language learners in their efforts to gain and maintain employment. The activities are organized in the following order:

- skills to support searching for employment (informational interviews and job interviews)
- skills needed on the job (email, telephone, and formal business communications)
- skills needed for continued success on the job (receiving feedback on performance)

## Materials and Resources

The topics and materials are drawn from ready-made teaching materials and handouts available online or in print from the *Language Instruction for Newcomers to Canada 5-7* (LINC) and the *ELSA for the Workplace 6/7* (EFW) curriculum, which offer activity ideas and worksheets for language instruction in specific communication situations. LINC provides sample tasks for lesson planning and assessment in the *LINC Curriculum Guidelines*. Individual worksheets may be found in the *LINC Classroom Activities Guide Volumes 1 & 2*.

Another valuable resource for workplace activities is *You're Hired...Now What? An Immigrant's Guide to Success in the Canadian Workplace* by Payne and Webb, part of the Canadian Newcomer Series, published by Oxford University Press, 2010.

## When to Use the Material

The suggested topics and resource materials may be incorporated into the recommended modules or can be used as stand-alone lessons. Instructors can use all or some of the activities depending on the learners' level and interests.

As the workplace settlement theme is an important element to the regional curriculum, it is hoped that the Workplace MAP will assist instructors as they integrate workplace topics into the curriculum, and support learners as they adapt to the Canadian workplace.

# #1 – Skills Needed to Get a Job: Interviews

This section includes activities to help learners develop the skills and background knowledge they need to conduct informational and job interviews.

Objective	Curriculum Module Reference
Preparing for informational and/or job interviews with particular attention to: <ul style="list-style-type: none"> <li>• Networking and interview skills</li> <li>• Gathering information on labour market trends</li> <li>• Communicating the correct verbal and non-verbal messages</li> </ul>	The recommended activities in this lesson complement the core and project objectives in modules 1 – 5.
Suggested Topics and Resources	
Ready-made Worksheets	Other Activity Suggestions
<ul style="list-style-type: none"> <li>• Appropriate Questions for an Informational Interview (<i>EFW Activity 39, 43</i>)</li> <li>• Sample Informational Interview (<i>EFW Audio Activity 42</i>)</li> <li>• Conversation Management (<i>EFW Activity 47</i>)</li> <li>• Job Interviews (<i>LINC 5-7 Classroom Activities Audio Vol. 1, 454</i>)</li> <li>• Job Interview Questions (<i>LINC 5-7 Classroom Activities Vol. 1, 455</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>LINC 5-7 Curriculum Guidelines</i> offers lesson planning ideas and contextualized tasks aligned with the CLB competencies based on theme.               <ul style="list-style-type: none"> <li>○ <i>Interviews Unit 11, 177 – 186</i></li> </ul> </li> <li>• Chapter 5: “Actions speak louder than words” <i>You’re Hired...Now What? An Immigrant’s Guide to Success in the Workplace</i> <ul style="list-style-type: none"> <li>○ Non-verbal messages in different cultures</li> <li>○ Body language as a key to understanding workplace expectations</li> <li>○ Buzzwords, idioms, and phrasal verbs</li> </ul> </li> </ul>

## #2 – Skills Needed on the Job: Telephone Communications

Phone conversations form the basis of many business interactions. This section includes activities to help learners develop the skills and background knowledge they need to communicate effectively by phone.

Objective	Curriculum Module Reference
Conducting business and maintaining clear communications on the telephone with particular attention to: <ul style="list-style-type: none"> <li>• Telephone Etiquette</li> <li>• Message Taking</li> <li>• Pronunciation and Speaking Skills</li> <li>• Level of Formality and Courtesy</li> </ul>	The recommended activities in this lesson complement the core and project objectives in modules 2 – 5.
Suggested Topics and Resources	
Ready-made Worksheets	Other Activity Suggestions
<ul style="list-style-type: none"> <li>• Telephone Etiquette (<i>EFW Activity 26</i>)</li> <li>• Telephone Phrases (<i>LINC 5-7 Classroom Activities Vol. 2, 418</i>)</li> <li>• Telephone Script Checklist (<i>EFW Activity 29</i>)</li> <li>• Making Telephone Arrangements (<i>EFW Activity 27</i>)</li> <li>• Pronunciation on the Telephone (<i>LINC 5-7 Classroom Activities Vol. 2, 373</i>)</li> <li>• Confirming Understanding (<i>LINC 5-7 Classroom Activities Vol. 2, 419</i>)</li> <li>• Phrasal Verbs (<i>EFW Activity 26</i>)</li> <li>• Reported Speech (<i>LINC 5-7 Classroom Activities Vol. 2, 385</i>)</li> <li>• Taking Live Messages (<i>LINC 5-7 Classroom Activities Audio Vol. 2, 417</i>)</li> <li>• Taking Notes from Voicemail Messages (<i>LINC 5-7 Classroom Activities Audio Vol. 2, 421</i>)</li> <li>• Responding to Complaints on the Phone (<i>LINC 5-7 Classroom Activities Audio Vol. 2, 425</i>)</li> <li>• Responding to Telemarketers (<i>LINC 5-7 Classroom Activities Audio Vol. 2, 428</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>LINC 5-7 Curriculum Guidelines</i> offers lesson planning ideas and contextualized tasks aligned with the CLB competencies based on theme.               <ul style="list-style-type: none"> <li>○ <i>Professional Calls Unit 20, 277 – 282</i></li> </ul> </li> <li>• Chapter 7: “Telephone tips” <i>You’re Hired...Now What? An Immigrant’s Guide to Success in the Workplace</i> <ul style="list-style-type: none"> <li>○ Idioms: Buzzwords and business jargon</li> <li>○ Language patterns</li> </ul> </li> </ul>

## #3 – Skills Needed on the Job: Email

This section includes activities to help learners develop the skills and background knowledge they need to write email messages that are appropriate and clear in tone, purpose, and format.

Objective	Curriculum Module Reference
<p>Using email efficiently in the workplace with particular attention to:</p> <ul style="list-style-type: none"> <li>• Length</li> <li>• Clarity and grammar</li> <li>• Level of formality</li> <li>• Idioms and business jargon</li> </ul>	<p>The recommended activities in this lesson complement the core and project objectives in modules 2 – 4.</p>
Suggested Topics and Resources	
Ready-made Worksheets	Other Activity Suggestions
<ul style="list-style-type: none"> <li>• Introduction to Email Writing (<i>LINC 5-7 Classroom Activities Vol. 1, 208</i>)</li> <li>• Email Messages: Being Clear (<i>LINC 5-7 Classroom Activities Vol. 1, 209</i>)</li> <li>• Writing Coherently: Tips to Stay on Topic (<i>LINC 5-7 Classroom Activities Vol. 1, 214</i>)</li> <li>• Email Etiquette (<i>EFW Activity 56</i>)</li> <li>• Level of Formality (<i>LINC 5-7 Classroom Activities Vol. 1, 216</i>)</li> <li>• Writing Diplomatic Email Messages (<i>LINC 5-7 Classroom Activities Vol. 1, 367</i>)</li> <li>• External vs. Internal Emails (<i>LINC 5-7 Classroom Activities Vol. 1, 210</i>)</li> <li>• Writing Request Letters (<i>LINC 5-7 Classroom Activities Vol. 1, 219, 366</i>)</li> <li>• Writing a Thank-you Email (<i>EFW Activity 67</i>)</li> <li>• Expressing Opinions (<i>LINC 5-7 Classroom Activities Vol. 1, 378</i>)</li> <li>• Phrasal Verbs (<i>EFW 26</i>)</li> <li>• Reported Speech (<i>LINC 5-7 Classroom Activities Vol. 2, 385</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>LINC 5-7 Curriculum Guidelines</i> offers lesson planning ideas and contextualized tasks aligned with the CLB competencies based on theme. <ul style="list-style-type: none"> <li>○ Emails and Business Writing Unit 3, 93 – 102</li> </ul> </li> <li>• Chapter 8: “Business writing that gets results” <i>You’re Hired...Now What? An Immigrant’s Guide to Success in the Workplace</i> <ul style="list-style-type: none"> <li>○ Idioms: Buzzwords and Business Jargon</li> </ul> </li> <li>• <i>Essential Idioms in English: Phrasal Verbs and Collocations</i>, by Robert J. Dixson (Longman, 2003). <ul style="list-style-type: none"> <li>○ Phrasal verbs</li> </ul> </li> </ul>

## #4 – Advanced Skills Needed on the Job: Business Writing

This section includes activities to help learners develop the language skills and background knowledge needed to build proficiency in business writing.

Objective	Curriculum Module Reference
<p>Prepare learners for business writing in the workplace with particular attention to:</p> <ul style="list-style-type: none"> <li>• Email, memo, and letter-writing conventions</li> <li>• Appropriate tone and degree of formality</li> <li>• Structure in business letters</li> <li>• Structure in informal reports</li> <li>• Providing and requesting information</li> <li>• Writing messages clearly and concisely</li> </ul>	<p>The recommended activities in this lesson complement the core and project objectives in modules 2 – 5.</p>
Suggested Topics and Resources	
Ready-made Worksheets	Other Activity Suggestions
<ul style="list-style-type: none"> <li>• Communicating Online (<i>LINC 5-7 Classroom Activities Vol. 1, 206</i>)</li> <li>• External vs. Internal Communications (<i>LINC 5-7 Classroom Activities Vol. 1, 210</i>)</li> <li>• Writing Coherently (<i>LINC 5-7 Classroom Activities Vol. 1, 214</i>)</li> <li>• Level of Formality (<i>LINC 5-7 Classroom Activities Vol. 1, 216</i>)</li> <li>• Complaint Letters (<i>LINC 5-7 Classroom Activities Vol. 1, 217</i>)</li> <li>• Writing Letters: Putting it in Practice (<i>LINC 5-7 Classroom Activities Vol. 1, 221</i>)</li> <li>• Workplace Reports (<i>LINC 5-7 Classroom Activities Vol. 1, 222</i>)</li> <li>• Common Errors in Business Writing (<i>LINC 5-7 Classroom Activities Vol. 1, 226</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>LINC 5-7 Curriculum Guidelines</i> offers lesson planning ideas and contextualized tasks aligned with the CLB competencies based on theme. <ul style="list-style-type: none"> <li>○ Emails and Business Writing Unit 3, 93 – 102</li> </ul> </li> <li>• Chapter 8: “Business writing that gets results” <i>You’re Hired...Now What? An Immigrant’s Guide to Success in the Workplace</i> <ul style="list-style-type: none"> <li>○ Avoiding business speak</li> </ul> </li> </ul>

## #5 – Skills Needed for Continued Success on the Job: Feedback

Feedback in the workplace is an essential component of workplace communication. This section includes activities to help learners develop the skills and background knowledge they need to respond to and offer constructive feedback.

Objective	Curriculum Module Reference
Receiving and offering feedback efficiently in the workplace with particular attention to: <ul style="list-style-type: none"> <li>• Body language</li> <li>• Effective and ineffective feedback</li> <li>• Developing stronger listening skills</li> <li>• Level of formality</li> <li>• Idioms and business jargon</li> </ul>	The recommended activities in this lesson complement the core and project objectives in modules 1 – 3, and 5.
Suggested Topics and Resources	
Ready-Made Worksheets	Other Activity Suggestions
<ul style="list-style-type: none"> <li>• Assessing Levels of Comfort (<i>EFW Activity 34</i>)</li> <li>• General Guidelines for Feedback (<i>EFW Activity 34</i>)</li> <li>• On the Job – Giving Feedback to a Partner on Teamwork (<i>EFW Audio 201</i>)</li> <li>• Developing Stronger Listening Skills (<i>EFW Activity 201</i>)</li> <li>• Effective and Ineffective Feedback (<i>EFW Activity 231</i>)</li> <li>• Body Language (<i>EFW Activity 231</i>)</li> <li>• Role Plays and Feedback Scenarios (<i>EFW Activity 55</i>)</li> <li>• Being Assertive: Giving and Handling Criticism (<i>LINC 5-7 Classroom Activities Vol. 1, 372</i>)</li> <li>• Active Listening Strategies (<i>LINC 5-7 Classroom Activities Vol.1, 375</i>)</li> <li>• Confirming and Clarifying Instructions (<i>LINC 5-7 Classroom Activities Vol. 1, 377</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>LINC 5-7 Curriculum Guidelines</i> offers lesson planning ideas and contextualized tasks aligned with the CLB competencies based on theme.               <ul style="list-style-type: none"> <li>○ Workplace Teams and Reporting Relationships Unit 6, 125 – 134</li> </ul> </li> <li>• Chapter 6: “Business talk on the job” <i>You’re Hired...Now What? An Immigrant’s Guide to Success in the Workplace</i> <ul style="list-style-type: none"> <li>○ Idioms: Buzzwords and business jargon</li> <li>○ Language patterns</li> </ul> </li> </ul>