

Strategies for Teaching Adult ELLs Soft Skills for Workforce Readiness



HANDOUTS & ACTIVITIES

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Assessing Needs & Gathering Information, Activity 1

Survey: What's Confusing at Work?

Think about your job. What are the most important topics for you to practice?

Choose 3 topics:

- | | |
|---|---|
| <input type="checkbox"/> Conversations in the break room | <input type="checkbox"/> Participating in meetings |
| <input type="checkbox"/> Conversations with my supervisor | <input type="checkbox"/> Apologizing |
| <input type="checkbox"/> Giving and receiving feedback | <input type="checkbox"/> Disagreements with coworkers |
| <input type="checkbox"/> Polite requests | <input type="checkbox"/> Talking on the phone |
| <input type="checkbox"/> Following my schedule | <input type="checkbox"/> Reporting a problem |

Nonverbal Behavior, Activity 2

Matching

Match the picture with its meaning.

1. _____



a. He is doing something wrong.

2. _____



b. I don't care.

3. _____



c. Good job. I am happy.

Polite Language, Dialogues

Dialogue 1, Lack of Polite Language:

Luis (Employee): I need to talk to you.

Jennifer (Supervisor): Okay. What do you want to talk about?

Luis: I need Tuesday off.

Jennifer: I can check the schedule. Can I ask why?

Luis: No.

Jennifer: Oh, okay. Well, I will let you know if you can have the day off.

Dialogue 2, Polite Language:

Molly (Employee): Excuse me, Maria, can I speak with you for a minute?

Maria (Supervisor): Of course, Molly! How can I help you?

Molly: Could I please have Tuesday off?

Maria: I will look at the schedule, but I don't think it will be a problem. May I ask why?

Molly: I'm sorry, but I don't want to talk about it. It's a little personal for me.

Maria: No problem! Thank you for explaining. I will let you know later today if you can have the day off.

Molly: Thank you, Maria. Enjoy your day!

Polite Language, Activity 3

Cloze 1, Easy:

Molly (Employee): Excuse me, Maria, (could / can) I speak with you for a minute?

Maria (Supervisor): Of course, Molly! (How / Who) can I help you?

Molly: (Could / Would) I please have Tuesday off?

Maria: I will look at the schedule, but I don't think it will be a problem. (May / Might) I ask why?

Molly: I'm (sorry / apologize), but I don't want to talk about it. It's a little personal for me.

Maria: No problem! (Thank / Thanking) you for explaining. I will let you know later today if you can have the day off.

Molly: Thank you, Maria. Enjoy your day!

Cloze 2, Difficult:

Molly (Employee): _____, Maria, _____ I speak with you for a minute?

Maria (Supervisor): Of course, Molly! _____?

Molly: _____ I _____ have Tuesday off?

Maria: I will look at the schedule, but I don't think it will be a problem. _____ I ask why?

Molly: _____, but I don't want to talk about it. It's a little personal for me.

Maria: No problem! _____ for explaining. I will let you know later today if you can have the day off.

Molly: _____, Maria. _____!