

Laurie Burns - EAL Instructor, EWP Coordinator

# **AN EXTRAORDINARY PROGRAM: ENGLISH IN THE WORKPLACE**

# What is English in the Workplace?



# How does our program work?

## Outline

- Contact established
- Strength-based needs assessments conducted
- Realistic objectives set
- Customized curriculum created
- 12-week term begins
- Mid-term evaluation arranged
- Final evaluation carried out



# Needs assessment meetings

Before the meetings, research:

- The organization
- The industry, learner's culture and work history

During the meetings:

- establish rapport
- assess what everyone needs
- ask follow up questions



# Learner needs assessment

1. Tell me about your job. What do you do?
2. What are your strengths in English?
3. What do you find most challenging in English?
4. How is Canadian workplace culture different from the culture in your native country?
5. What English skills would you like to work on?
6. How do you think EWP can help you?



# Supervisor needs assessment

1. Can you describe (the learner's) responsibilities?
2. What do you think her/his strengths are?
3. Where do you think there could be improvements?
4. How is his/her social interaction at work? How does s/he interact with co-workers?
5. Have you noticed any cultural bumps?
6. How do you think EWP can help?
7. What goals would you like to see them accomplish by the end of the program?

# Some helpful tips

- Establish a positive learning environment
- Manage everyone's expectations
- Maintain open communication
- Make content relevant to the job
- Create a curriculum that is a living document
- Focus on workplace language and culture
- Give positive reinforcement and effective feedback



Laurie Burns, EAL Instructor, [lburns@isans.ca](mailto:lburns@isans.ca)

**Thank you! Questions, comments?!**