

## VOCATIONAL ENGLISH AS A SECOND LANGUAGE (VESL)

### **LEARNING FORMAT:** CLASSROOM (onsite)

Clear and accurate interpersonal communication is key to both professional and organizational success. Miscommunication due to accent, grammar mistakes, and choosing the wrong words can lead to workplace errors, distrust amongst employees, and stereotypes. Organizational productivity and revenue then suffers.

In this course, the facilitator works to strengthen core language skills of those whose first language is not English. Results include developing stronger pronunciation skills, building a stronger workplace vocabulary, improving active listening, writing more effective emails, and building stronger written communications.

### **DO YOU FACE ANY OF THESE ISSUES?**

- Are employees often misunderstood due to accents?
- Do employees feel overwhelmed and confused by English grammar rules?
- Is production and/or service and quality becoming diminished due to miscommunication or mistakes?
- Are errors occurring because English is not being used on a regular basis?
- Is there growing frustration amongst employees because they cannot communicate freely?

### **PERFORMANCE OBJECTIVES**

#### **Helps individuals:**

- Use clearer pronunciation and enhance their use of business vocabulary.
- Identify and use standard punctuation and grammar rules.
- Recognize and correct common writing errors.
- Improve in-person and phone communication.
- Become more professional by using clear business writing skills

#### **Primary Competencies Developed:**

- English Pronunciation
- Listening
- Written Communications
- Interpersonal Skills
- Confidence

### **PROGRAM OVERVIEW**

In this customized solution, an Employers Group's VESL specialist will identify specific outcomes that need to be accomplished for each group of trainees. An individualized approach is then created that incorporates any or all of the items below.

- **Accent Reduction:** The facilitator conducts an accent analysis and provides instruction and exercises to improve speaking and listening skills.
- **Mechanics Review:** After reviewing the basic rules of capitalization and punctuation, learners apply their knowledge to identify and correct common punctuation errors.
- **Grammar Review:** Facilitator reviews basic grammar and rules to construct sentences and select the most appropriate words and word order. Through activities and exercises, participants apply their knowledge to correct errors in grammar.
- **Usage and Style:** Participants are provided guidelines for using phrasal verbs, idioms, slang, and homophones (their / there). In small groups, they work on activities that improve both written and verbal communication.
- **Writing Organization:** Participants will analyze paragraph structure and develop a personal process to create clear and complete writing.
- **Practicum:** Participants apply lesson content to practice on projects. Participants write and critique common business correspondence. Learners build interpersonal communication skills through mock phone and face-to-face conversation practice.

### **COURSE DETAILS**

- **Target audience:** All employees wishing to strengthen their English communication skills.
- **State-fundable:** Yes
- **Course length:** a minimum of ten 2-hour sessions.
- **Facilitator Certification:** Yes. Selected trainers only.
- **Prerequisites:** Placement testing confirming basic, intermediate or level 3 command of English.
- **Optimal Group Size:** 10 to 15 trainees.
- **Course Prep:** Yes. Participants are encouraged to share writing samples in class for peer review and practice using new skills on the job. English proficiency will need to be assessed for each potential participant through a 10-15 minute interview.
- **Notes:** Suitable for all environments.

### **RELATED COURSES**

- Communicating for Leadership Success
- Communicating with Impact
- Collaborating & Dealing with Conflict
- Resolving Workplace Conflict
- Business Writing & Grammar