

# NC 332: ESL: PREPARATION FOR THE WORKPLACE

## Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2020
Credits:	0
Total Contact Hours:	72
Lecture Hours :	72
Lab Hours:	0
Hours Arranged:	0
Outside of Class Hours:	144
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Non-Credit Course

## Catalog Course Description

ESL: Preparation for the Workplace is designed for advanced English language learners who seek to enter or improve their position in the American workforce. Students will learn and apply job and language skills that will promote success in the workplace such as completing common written tasks, performing in job interviews, and participating in activities to improve teamwork, negotiation, decision-making, and problem solving skills. Open entry/exit. 72 lecture hours.

## Course Objectives

- Perform effectively in a job interview.
- Develop a career goal statement and career plan.
- Perform and interpret common workplace presentations and communications.
- Produce, complete, and interpret common job application and workplace documents.
- Use crucial professional soft skills to successfully participate in the American workplace.
- Use various technologies to complete common workplace tasks.

## Major Course Content

### Listening

1. Respond to more complex verbal instructions and procedures to complete common workplace tasks.
2. Use clarification strategies to gain necessary information to complete workplace tasks.
3. Identify main ideas and important details from workplace presentations, guest speakers, procedural videos, conversations, announcements, and the like.

### Speaking

1. Produce organized and effective answers to job interview questions.
  - a. Identify effective job interview strategies.
  - b. Identify successful job interview practices such as body language, asking questions, appropriate dress, and the like.
2. Perform a workplace presentation.

3. Demonstrate the ability to participate in meetings and other common workplace discussions.
  - a. Interpret and use common vocabulary, phrases, and intonations appropriate to varying situations such as subordinate to superior, peer-to-peer, customer to employee, and the like.
4. Relate clear, multistep workplace instructions and directions.
5. Demonstrate the ability to request information accurately and appropriately at the workplace.
6. Restate information someone said or asked.

### Reading

1. Interpret important information from various authentic workplace texts.
2. Use context clues to guess the meaning of unfamiliar vocabulary and phrases.
3. Use reading strategies such as skimming and scanning for specific information and main ideas in authentic workplace texts.
4. Analyze information in workplace materials and draw logical conclusions, make sound predictions, find errors and problems, represent data in charts and graphs, and the like.

### Writing

1. Compose and complete common workplace and job application documents.
  - a. Identify and utilize strategies for creating effective resumes, applications, cover letters, and the like.
2. Develop a career goal statement and career plan.
3. Create reports by analyzing and synthesizing information found in workplace documents.

### Vocabulary

1. Interpret and use common vocabulary and idioms used in the workplace.
2. Interpret and use common words appropriate to varying situations such as subordinate to superior, peer-to-peer, customer to employee, and the like.

### Language forms

1. Use a variety of verb tenses in connected speech and writing.
2. Use a variety of independent and dependent clauses to express complex thoughts.
3. Use conjunctive adverbs and signal words to indicate, results, additional information, unexpected results and to add stronger information.
4. Use real and unreal conditionals to relate conditions and potential outcomes.

### Workplace skills

1. Use appropriate resources and technologies to complete common individual and team tasks.
2. Give and respond to criticism appropriately.
3. Examine workplace problems and negotiate solutions.
4. Use appropriate language and behaviors in professional settings to maintain professionalism.
5. Identify and explore a range of career pathways including Career and Technical Education programs and local volunteer opportunities.

6. Use and identify time management, productivity, teamwork, negotiation, decision-making, and problem-solving strategies and skills.
7. Identify and apply self-management techniques to monitor, correct, and improve one's performance.
8. Relate and analyze possible outcomes to an action or decision.
9. Justify or defend a decision or position politely.
10. Interpret and apply information on how to prioritize work, how to have a positive attitude, and how to successfully work in a team.
11. Examine common workplace expectations to maintain employment and advance the career path.

## **Suggested Reading Other Than Required Textbook**

Instructor supplied materials

## **Examples of Required Writing Assignments**

Compose a cover letter for a desired job that includes a statement of purpose, explanation of experience, current and past successes, personal strengths, and polite language.

Create a report that details various aspects of work or business needs.

## **Examples of Outside Assignments**

Interview someone who works in your desired field. Prepare an oral report that summarizes the information you were hoping to gather, the information gathered, any new or surprising information, and a reflection. Create a business email memorandum that conveys a description of and updates on a current project, questions related to the project, information coworkers should be aware of, and list of requests.

## **Instruction Type(s)**

Lecture, Online Education Lecture