

Skills for Employability

We know
books

Step UP

Coursebook and eBook

B1+

Lynn Bonesteel
Robyn Brinks Lockwood
Carolyn Mailler
Azra Uslu

Scope and Sequence








Welcome

pages 2-4








In the classroom

Learn about your book

Meet your Employability Skills Coaches

Module	 I can ...	Learning Objectives	Vocabulary
1 Communication 1 Resolving Conflict pages 5-8	 I can describe specific strategies for managing and resolving conflict.	<ul style="list-style-type: none"> Understand what conflict in the workplace is Describe good conflict resolution practices 	<i>accusation, annoyance, apology, brainstorm, compromise, defensive, frustration, objective, resist, resolve, shut down, tense</i>
2 Communication 2 Handling Miscommunication pages 9-12	 I can describe miscommunication and the strategies for resolving it at work.	<ul style="list-style-type: none"> Describe miscommunication in the workplace Recognize the consequences of miscommunication at work Identify ways to fix communication mistakes 	<i>aware, embarrass, excuse, impact, insensitive, panic, passive, profit, respect, undo</i>
3 Goal Setting Monitoring Progress pages 13-16	 I can describe strategies for monitoring progress in order to achieve goals.	<ul style="list-style-type: none"> Explain the importance of monitoring progress toward goals Describe two key strategies for monitoring progress toward goals Identify steps in reviewing and evaluating progress toward goals 	<i>adjust, check-in, committed, effective, evaluate, follow through, monitor, public, reach, reminder, strategy, technique</i>
4 Teamwork Solving Team Problems pages 17-20	 I can describe ways to recognize and resolve common team problems.	<ul style="list-style-type: none"> Recognize the five most common teamwork problems Describe ways to solve those team problems 	<i>announce, collaboration, dependable, enthusiasm, inadequate, inflexible, inspire, interact, lack of engagement, open-minded, reduced, responsibility, role, tone</i>
5 Critical Thinking Analyzing and Evaluating Information pages 21-24	 I can describe critical thinking and explain its importance in analyzing online information.	<ul style="list-style-type: none"> Describe critical thinking and why it matters Identify the characteristics of reliable and unreliable online information Describe how to analyze and evaluate the reliability of online information 	<i>authority, biased, commercial, credentials, credible, neutral, qualified, relevant, reliable, reputable, scheme, verify</i>
6 Leadership How to Be a Leader pages 25-28	 I can explain how to be a good leader.	<ul style="list-style-type: none"> Describe the skills needed by good leaders Identify leaders' common strengths and weaknesses 	<i>cooperate, coordinate, cope with, critical, determination, ensure, failure, impressed, intimidated, mentor, motivate</i>

Pronunciation	Language Strategy	Project	Talk!
The letter <i>o</i>	Recognize definitions	Interview people about a workplace conflict they had and then resolved	Rate five common workplace conflicts
The vowels /i/ and /ɪ/	Organize your ideas	Research communication problems and effective tips online	Reasons leading to miscommunication at work
Stressed syllables	Identify comparisons	Make a questionnaire and interview people who achieved a personal goal	Successful people who achieved their goals
The sound /ʃ/	Summarize	Research a common team problem and suggest a solution	Different types of team players
Consonant groups	Infer a writer's purpose	Find and explain why a source is reliable	Ways to verify online information
The sound /ər/	Recognize a speaker's attitude	Interview people about leaders they have worked with	Facts about how to achieve effective leadership

Module	 I can . . .	Learning Objectives	Vocabulary
7 Self-Management Time-Management Strategies Pages 29–32	 I can explain time-management strategies related to procrastination.	<ul style="list-style-type: none"> • Explain what procrastination is and why it is a problem • Describe the common reasons people procrastinate • Identify strategies to overcome procrastination 	<i>accomplishment, appealing, complex, distract, have a handle on, incentive, overcome, overwhelming, prioritize, rank, rewarding, workload</i>
8 Wellness Managing Stress pages 33–36	 I can explain how to manage stress.	<ul style="list-style-type: none"> • Identify three common types of things that cause stress • Explain how stress affects us • Describe ways to manage stress 	<i>address, anxious, commit to, get rid of, grateful, nausea, pressure, psychological, recognize, relaxation</i>
9 Social Responsibility Business Sustainability pages 37–40	 I can explain what business sustainability is.	<ul style="list-style-type: none"> • Explain how business sustainability relates to the planet, people, and profit • Describe things companies can do to improve business sustainability 	<i>abuse, assess, disposal, diversity, emission, investment, manufacturer, practice, pursue, value</i>
10 Branding Creating a Career Portfolio pages 41–44	 I can explain how to create a career portfolio.	<ul style="list-style-type: none"> • Explain the purpose of a career portfolio • Describe the components of a career portfolio • Explain two ways to prepare a career portfolio for sharing 	<i>certification, contribution, evaluation, highlight, overview, relate, résumé, stand out, summarize, supervise, trait, transcript</i>
11 Job Search The Information Interview pages 45–48	 I can explain how to have an informational interview.	<ul style="list-style-type: none"> • Describe the purpose of an informational interview • Explain how to have a successful informational interview 	<i>advance, awkward, candidate, conduct, criticize, downside, entry-level, first-hand, good fit, impression, potential, trend</i>
12 Interviewing The Interview pages 49–52	 I can explain how to prepare for a good job interview.	<ul style="list-style-type: none"> • Describe the eight most common types of interview questions • Explain how to respond appropriately to interview questions 	<i>anticipate, applicant, characteristic, circumstance, excel, face, former, productive, rejection, sell yourself, shortcoming</i>

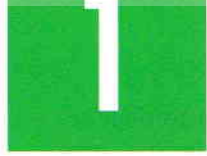
Check your understandingpage 54

Discussion strategies.....page 68

Vocabulary practicepage 74

Glossarypage 87

Pronunciation	Language Strategy	Project	Talk!
Silent letters	Listen for enumeration	Keep track of your own procrastination	Procrastination stories
<i>Can</i> and <i>can't</i>	Name topics and subtopics	Create a survey and interview people about managing stress	Rank activities to help manage stress
Blending: <i>want to</i> and <i>have to</i>	Define key terms	Interview people about their employer's sustainability practices	Tips to help you and your company be more sustainable
The vowel sound /ʌ/	Recognize important information	Search for a job online and prepare three pieces of a career portfolio	The benefits of a career portfolio
Sounds and spelling: the vowels /aɪ/, /ɪ/ and /i/	Preview a text	Write questions for an informational interview	Facts about job hunting
The sounds /u/, /ʊ/, and /ʌ/	Make inferences	Research a job online, find key words, and answer the most common interview questions	Ten unusual interview questions



Communication 1

Resolving Conflict

DISCUSSION
STRATEGIES

Go to page 68.

Step ①

Get started



- A** Refresh your memory! Watch the *What You'll Learn* video.
- B** Look at the photo. What advice could you give the two people to help them manage their conflict?
- C** Check your understanding. Go to page 54.



Step ② Tell your story

- A THINK** In your online course, you thought about a time you resolved a conflict at work, school, or in your personal life. What happened, and what did you learn? Listen to the example.
- B PAIRS** Discuss your story.
- C SHARE** Tell your story to the class.

Step ③ Activate your knowledge

- A PAIRS** Read the situation. Then listen to two versions of a conversation between Lucas and Paul. What is the conflict?

Situation

Lucas and Paul are coworkers at an insurance company. Lucas has worked there for several years. Paul has been there for two months. When Paul was hired, Lucas's supervisor asked him to help Paul out.

The conflict is _____.

- B SHARE** Listen again. Analyze how Paul and Lucas communicated. What did they do right or wrong in each conversation? Take notes in the charts.

CONVERSATION 1

Examples of good communication:



Examples of bad communication:

CONVERSATION 2



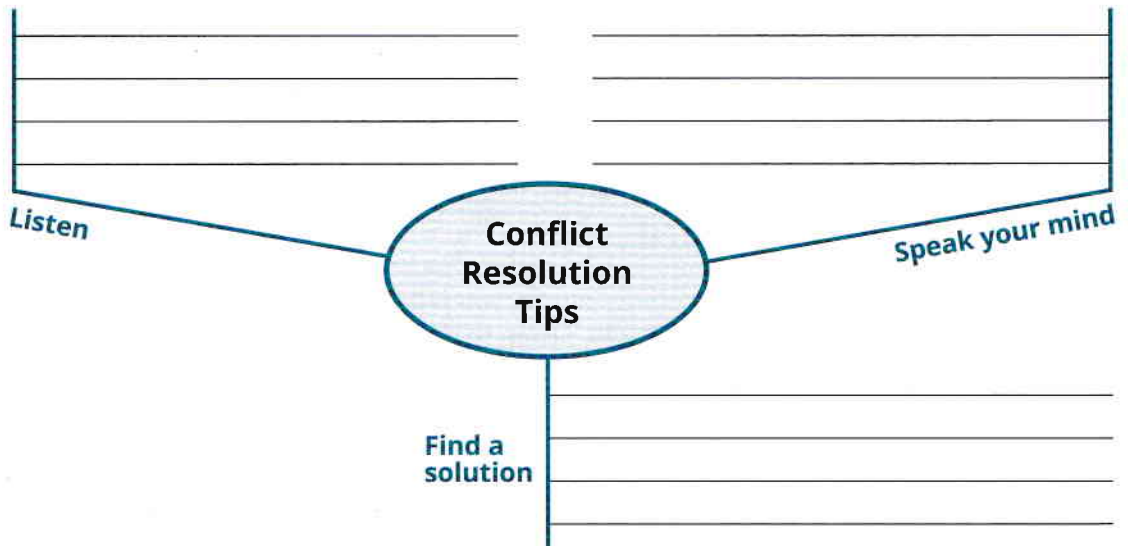
Examples of good communication:

Examples of bad communication:

- C PAIRS** Which conversation is more successful at resolving the conflict? Explain.
- D SHARE** Present your answers to C to the class. Add notes to the chart while other pairs share their answers.

Step ④ Take away

GROUPS of 3-5 Complete the chart. Write the conflict resolution tips from your answers to Step 3, the ones you learned from your classmates, and any others you learned in the course.



Step 5 Project

PAIRS In your online course, you interviewed one to two people who had a workplace conflict and resolved it successfully. Discuss how the conflicts were resolved. Did the people use any of the suggestions from the module? Which ones? Read the example.

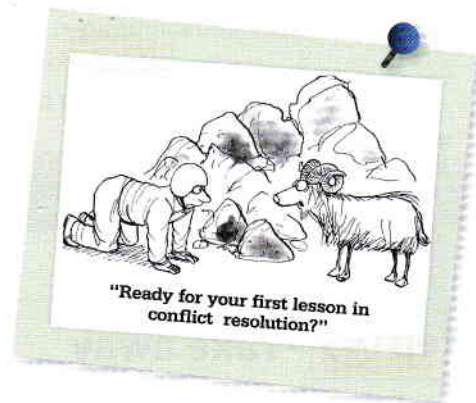
*I interviewed my brother about a conflict he had at work. He's a **paralegal** and he missed an important deadline. The lawyer he was working for was concerned, but she didn't yell at my brother or get upset. She used "I" messages so that my brother didn't get defensive. Instead, he took responsibility and apologized. They discussed why it happened and thought of a plan to make sure it didn't happen again.*

I think the conflict was resolved for several reasons. First, the lawyer remained calm and used "I" messages instead of making accusations. Second, my brother took responsibility for his mistake and apologized. Finally, they brainstormed and found a solution to prevent it from happening again.

Step 6 Talk!

GROUPS of 3-4 Conflicts will always occur in the workplace. Here are five common workplace conflicts. Rate them from 1-5, from the least serious to the most serious. Compare your responses. Talk about why you rated the conflicts the way you did.

- Workplace Conflicts
- poor communication
 - personality** differences
 - irritating** behaviors
 - unclear or poor management
 - unfair treatment



Think of another conflict. Discuss why you added it and how serious you think it is.

Step 7 Going forward



A PAIRS In your online course, you reflected on how you could improve your conflict resolution skills. Discuss. Listen to the example.

B SHARE Present your ideas to the class.

VOCABULARY PRACTICE
 Go to page 74.



I can describe specific strategies for managing and resolving conflict.