

Skills for Employability
LBRIS | We know books

Step UP

Coursebook and eBook

B1

Linda Butler
Robyn Brinks Lockwood
Paul MacIntyre
Amy Renehan




Welcome

page 2

In the classroom | Learn about your book | Meet your Employability Skills Coaches

Module	I can ...	Learning Objectives	Vocabulary
1 Communication 1 Interpersonal Communication Skills pages 5-8	 I can explain the importance of having good interpersonal communication skills.	<ul style="list-style-type: none"> Identify strong and weak interpersonal communication skills Describe specific strategies for making a good first impression Describe specific strategies for communicating information and instructions clearly Describe specific strategies for giving and receiving negative feedback 	<i>approachable, criterion, criticism, defensive, employability, impression, misunderstanding, motivated, respectful, tone</i>
2 Communication 2 Handling Difficult Situations pages 9-12	 I can describe specific strategies for effectively handling difficult situations at work.	<ul style="list-style-type: none"> Identify strong communication skills for handling difficult situations at work Identify communication mistakes Describe specific strategies for dealing with customer problems 	<i>concerned, command, deal with, guidelines, identify, interaction, resolve, respectfully, successfully</i>
3 Goal Setting Short- and Long-Term SMART Goals pages 13-16	 I can explain the importance of setting SMART goals.	<ul style="list-style-type: none"> Define the SMART method Describe the relationship between short- and long-term goals Distinguish short- from long-term goals Identify strong and weak goal statements 	<i>accomplish, achievable, consideration, long-term goal, measurable, milestone, relatively, relevant, short-term goal, time-bound</i>
4 Teamwork Key Attributes of Teamwork pages 17-20	 I can explain the importance of teamwork and describe the characteristics of an effective team.	<ul style="list-style-type: none"> Describe key characteristics of an effective team Identify specific strategies for improving teamwork and collaboration 	<i>achieve, authority, characteristic, collaborate, continuous, credit, effective, facilitate, responsibility, structure</i>
5 Critical Thinking Perspective Taking pages 21-24	 I can explain the importance of perspective taking in the workplace.	<ul style="list-style-type: none"> Define perspective taking Describe the benefits of perspective taking Describe specific strategies for understanding different perspectives 	<i>analyze, beneficial, compromise, creative, crucial, disagreement, diverse, frustrating, personality, perspective, values</i>
6 Leadership Leading a Group pages 25-28	 I can explain the importance of leadership skills and describe specific leadership strategies.	<ul style="list-style-type: none"> Identify leadership skills Describe qualities and behaviors of a good leader Describe specific strategies for leading groups of people 	<i>acknowledge, come up with, encourage, inspire, promotion, role model, supervision, take a risk, vision, vital</i>

Pronunciation	Language Strategy	Project	Talk!
Stressed syllables	Recognize and understand contrastive stress	Ask the four questions about interpersonal communication to a good communicator	How technology is changing the ways we communicate
Silent letters	Summarize explanations or instructions	Search for common workplace communication problems and tips to deal with them	Communication problems in the workplace or at school
Sounds /ə/ and /ɔɪ/	Listen for instructions	Interview a person about a long-term goal and the steps they took to achieve it	The importance of short- and long-term SMART goals in achieving success
Compound nouns	Take notes with symbols and abbreviations	Research different online collaboration tools and choose one that is the most helpful to you	Facts about teamwork
Simple present -s endings	Listen for enumeration	Interview two to three people about their experiences with perspective taking	The importance of perspective taking
Weak pronunciation of object pronouns	Recognize and understand definitions	Interview someone who has a leadership role	Choose the best quote and explain why

Module	I can ...	Learning Objectives	Vocabulary
7 Self-Management Time Logs pages 29–32	 I can describe specific strategies for improving my time management skills.	<ul style="list-style-type: none"> Identify common time management problems Recall specific strategies for solving time management problems Describe the benefits of keeping a time log 	<i>accountable, agenda, correspond, efficient, essential, estimate, interrupt, overestimate, priority, productivity, rule of thumb, underestimate</i>
8 Wellness Balancing Your Wellness Dimensions pages 33–36	 I can describe the dimensions of wellness and strategies for improving wellness.	<ul style="list-style-type: none"> Describe five dimensions of wellness Identify weak and strong areas of wellness Describe specific strategies for improving wellness 	<i>assess, balance, dimension, emotional, fulfillment, intellectual, isolated, mutual, nutritious, spiritual, strengthen, workload</i>
9 Social Responsibility Diversity and Inclusion pages 37–40	 I can explain the importance of diversity and inclusion in the workplace.	<ul style="list-style-type: none"> Define diversity and inclusion Describe the benefits of having a diverse and inclusive work environment Describe specific strategies for implementing diversity and inclusion in the workplace 	<i>acceptance, discrimination, executive, implement, innovative, intolerance, mission, promote, strategy, synergy</i>
10 Branding Building Your Personal Brand pages 41–44	 I can explain the importance of personal branding and describe strategies for building my brand.	<ul style="list-style-type: none"> Describe the components of a personal brand Describe specific strategies for building a personal brand Describe specific strategies for representing a personal brand in a résumé and online 	<i>ambitious, authentic, combination, competitive, expertise, stand out, suitability, unique</i>
11 Job Search How to Build a Network pages 45–48	 I can explain the importance of networking and describe strategies for building my network.	<ul style="list-style-type: none"> Define networking Describe specific strategies to build an online network Describe specific strategies to improve networking IRL 	<i>contacts, enhance, expand, graduate, keep in touch, make small talk, network, profile, recommendation, reputation, virtual</i>
12 Interviewing Preparing for an Interview pages 49–52	 I can describe specific strategies for improving my interview skills.	<ul style="list-style-type: none"> Describe specific tips and strategies for preparing for an interview Identify appropriate responses to common interview questions Describe specific strategies for following-up after an interview 	<i>background, candidate, confidence, factor, illegal, impatient, qualifications, references, relevant, unrelated</i>

Check your understandingpage 54

Discussion strategies.....page 68

Vocabulary practicepage 72

Glossarypage 86

Pronunciation	Language Strategy	Project	Talk!
Simple past <i>-ed</i> endings	Listen for key words and phrases	Research common time management mistakes	Time management personality types
Voiceless <i>/th/</i> sound	Recognize and understand signal words and phrases	Choose one of the dimensions of wellness and create additional tips for how to improve this dimension	Unusual wellness ideas in the workplace
Linking vowel-vowel	Listen for numbers	Research what companies do to promote diversity and inclusion in the workplace	Compare different icebreaker activities to build an inclusive environment
Thought groups	Scan for details using keywords	Present your brand and explain how it makes you stand out	The importance of your online presence and personal branding
Consonant groups	Identify examples as supporting details	Research different sites that are for online professional networking	Different ideas for networking events and activities
Sounds and spelling for vowel <i>/ai/</i> , <i>/i/</i> , and <i>/i/</i>	Interview skill: Buying time	Search online for common interview questions and find recommendations on how to answer them	Rank common job interview mistakes

Communication 1

Interpersonal Communication Skills

**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. In what different ways are people communicating? What communication problems may they have?
- C** Check your understanding. Go to page 54.



Step 2 Tell your story

- A THINK** In your online course, you thought about a time that you had to communicate for 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 scenarios below that show people communicating in different situations. Discuss how the people are using their interpersonal skills to communicate and write tips for improvement.

- 1 Read the post written by Zane, a team leader, on a company's website where employees can ask for advice. What could Zane and his team do to improve their communication during online meetings? Take notes.

I've always liked face-to-face meetings at work. I use a lot of body language and gestures, and I'm good at turn-taking, so my conversations go very smoothly.

Recently, however, I have started running virtual meetings for my team, and things aren't going so well. There are long pauses and it's difficult to know when someone is finished talking or someone else wants to say something, so we're constantly interrupting each other. Also, after every meeting, I'm finding that many people still have questions that they didn't have a chance to ask during the meeting. It also bothers me and others when people just get up and leave their desks without saying anything or when they turn off their cameras and we can't see their faces. I think this is bad for the atmosphere—you know, how the team members feel about the meeting.

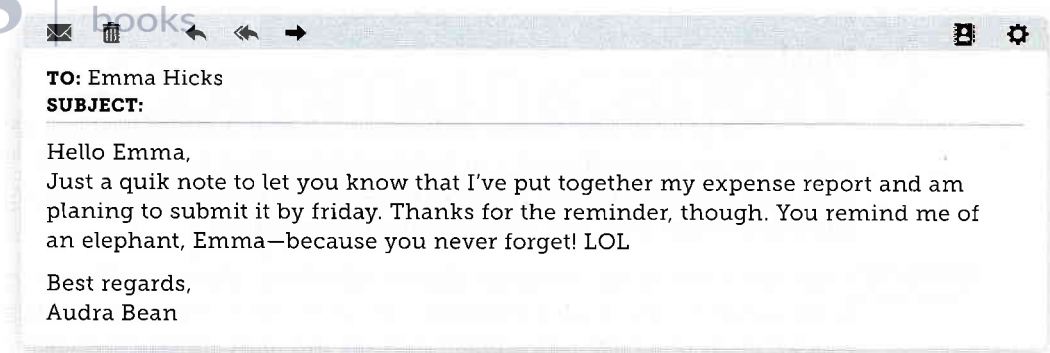
I really miss face-to-face meetings because everyone got to know each other. Now everyone is feeling anxious and uncomfortable because it's difficult to communicate, and there's really no chance to become friendly with colleagues.

- 2 Read the email sent to employees and the reply below. What did the writers of these emails do wrong? How could they improve their written communication? Take notes.

TO: All Staff
SUBJECT: Email to Staff

We're fast approaching March 31, and a lot of you **STILL** haven't submitted your expense reports or selected your vacation days, and I also noticed that several people haven't completed their performance reviews (**THIS MEANS YOU MARK AND AUDRA!**), and some haven't submitted office supply requests, and it's also time to make your meeting room reservations for next month, and tell us if you plan to donate to the office charity fund. **GET THESE THINGS DONE!**

Emma,
 Acting Office Manager



3 Read and listen to the beginning of a performance interview. What did the manager and Charles, the employee, do well? What could they have done better? Take notes.

Manager: Thanks for coming, Charles. I'll be honest with you. I've done twenty performance reviews a day for the last four days, so I'm sorry if I seem a little stressed.

Charles: I see. Thanks for letting me know.

Manager: First of all, I'd like to thank you for the great work your team did last year. However, it seems the quality of work from your team isn't as high as last year.

Charles: Really? I'm surprised to hear that. According to what criteria?

Manager: It seems clear enough from the customer feedback we've been getting. Can you think of any reasons that your team might be receiving this kind of feedback? Are there any issues you'd like to share with me?

Charles: Are you sure it isn't that new customer feedback form? The questions are pretty confusing. I really don't feel anything about our work has changed.

Manager: We're sure the problem isn't with the form.

Charles: Well, it might be the new employee, William. He's still learning things.

Manager: As team leader, your rôle is to make sure all the members of your team are taking responsibility for and sharing the team's success.

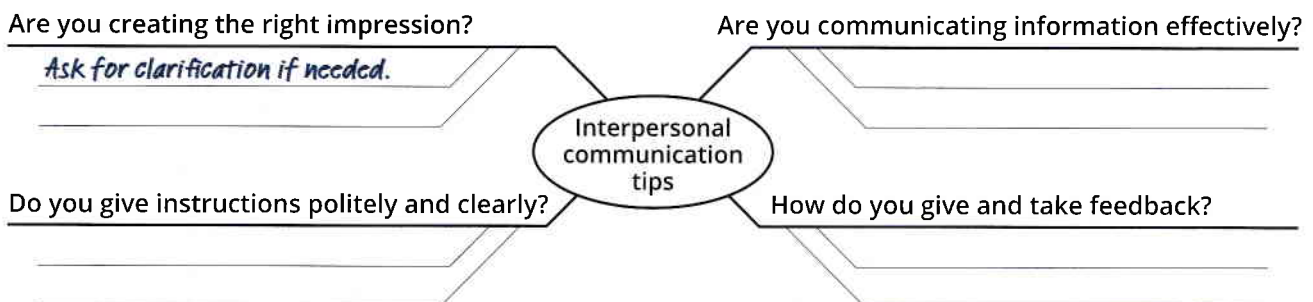
Charles: Thanks for reminding me of that. Perhaps I need to call a meeting and make sure everyone clearly understands their role as team members.



B SHARE Present your answers to the class. Take notes while other pairs share their answers.

Step 4 Take away

GROUPS of 3-5 Create a diagram and write the interpersonal communication tips from your answers in Step 3 as well as the ones you learned from your classmates. Include four categories, one for each question from the module.



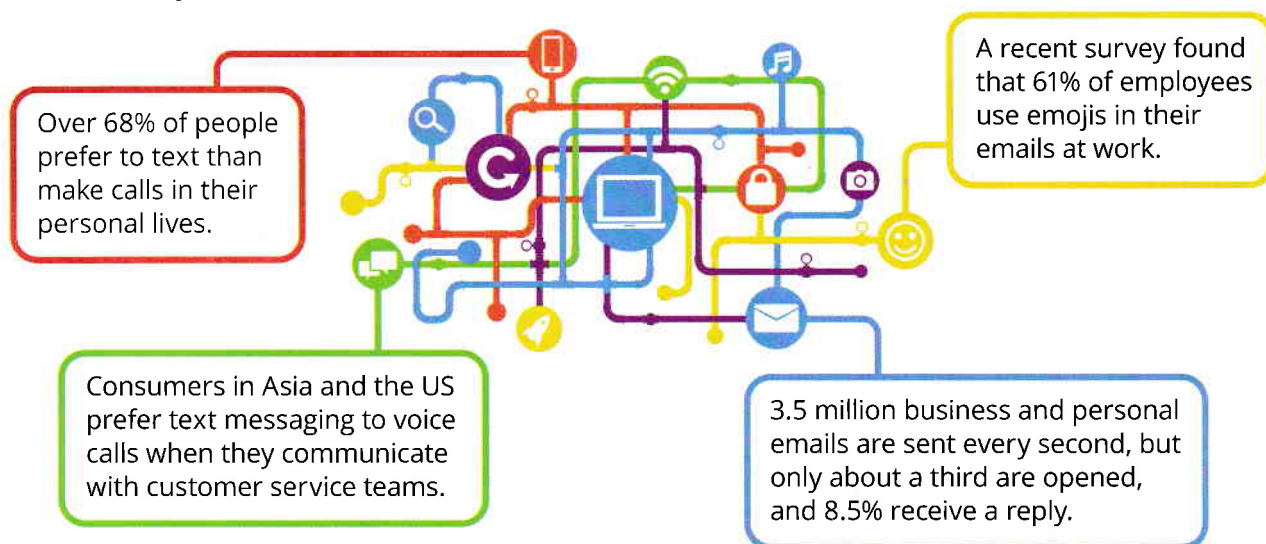
Step 5 Project

PAIRS In your online course, you asked the four questions about interpersonal communication to someone you know who is a good communicator. Share their answers with your partner. Discuss which of the answers were the most interesting and useful and add them to the diagram in Step 4. Read the example.

I interviewed one of my colleagues at work. I think she's especially effective in meetings. In answer to the question—How do you create the right impression?—she said being positive and putting yourself in the other person's position were the two most important guidelines to remember.

Step 6 Talk!

GROUPS of 3–4 As technology makes communication easier and faster than ever before, personal communication is becoming less formal. Discuss how technology is changing the ways we communicate. Use the facts and questions to help guide your conversation.



- Should informal communication be more accepted in the business world?
- In what situations is using emojis and informal language in the workplace acceptable?
- If people prefer to use written communication when they contact customer service, should companies get rid of phone customer service altogether?
- If the new trends in communication continue, what do you think workplace communication will look like ten years from now? What about fifty years from now?

Step 7 Going forward



A PAIRS In your online course, you reflected on which types of situations you will handle differently after studying more about interpersonal communication skills. Discuss. Listen to the example.

B SHARE Present your ideas to the class.



VOCABULARY PRACTICE

Go to page 72.



I can explain the importance of having good interpersonal communication skills.