

Skills for Employability
EBRIS books







Step UP

Coursebook and eBook

B2

Lynn Bonesteel
Carmella Lieske
Robyn Brinks Lockwood
Nancy Blodgett Matsunaga
Bridget McLaughlin
Azra Uslu

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 Active Listening pages 5–8	 I can explain the importance of and describe specific strategies for active listening.	<ul style="list-style-type: none"> Recognize the three parts of active listening Explain the importance of active listening Describe specific strategies that show active listening 	<i>attentive, clarify, engage, expand, focus, impatient, multitask, non-verbal cue, refresh, retain</i>
2 Communication 2 Building Rapport pages 9–12	 I can explain work rapport and describe strategies for building and maintaining it.	<ul style="list-style-type: none"> Explain what rapport is and its role in good work relationships Describe specific strategies for building rapport Describe specific strategies to maintain rapport 	<i>at ease, atmosphere, common ground, establish, foundation, harmonious, inappropriate, interact, mutual, open, shut someone down</i>
3 Goal Setting Strategic Career Goals pages 13–16	 I can explain the importance of strategic career goals and identify skills and steps to reach them.	<ul style="list-style-type: none"> Explain the importance of strategic career goals Describe how to use short-term goals as stepping stones Explain when and how goals should be re-aligned Describe specific strategies to transfer skills to a new career 	<i>adjust, long-term, pursue, re-align, short-term, start from scratch, stepping stone, timeline, transferable skills</i>
4 Teamwork Preventing and Managing Group Conflict pages 17–20	 I can explain causes of group conflict and describe strategies for preventing and managing conflict.	<ul style="list-style-type: none"> Explain the common causes of conflict Describe specific strategies to prevent conflict Describe specific strategies to manage conflict 	<i>acknowledge, brainstorm, compromise, critical, defensive, diversity, escalate, foster, inclusive, morale, prevention</i>
5 Critical Thinking Evaluating Information pages 21–24	 I can describe specific strategies for evaluating information.	<ul style="list-style-type: none"> Describe specific strategies to evaluate the credibility of a claim Describe specific strategies to evaluate the reliability of the evidence Explain three strategies to evaluate the logic of the evidence 	<i>bias, cite, claim, credible, evidence, flaw, logical, reliable, statistics, vague, verify</i>
6 Leadership Building Leadership Skills pages 25–28	 I can describe important skills of good leaders and strategies for good leadership.	<ul style="list-style-type: none"> Describe five specific skills that good leaders use Explain how to develop these skills 	<i>challenge, collaboration, constructive, delegate, effective, empower, micromanage, motivate, persuasion, pushback, resistant, vision</i>

Pronunciation	Language Strategy	Project	Talk!
Pronouncing <i>th</i>	Clarify and paraphrase	Use an active listening strategy in a real-life situation	Discuss facts about active listening
The letter <i>s</i>	Listen for tone	Interview people who have good rapport skills	Use icebreakers to develop rapport
Weak pronunciation of <i>has</i> and <i>have</i>	Listen for context clues to understand idioms	Interview a person who followed a plan to achieve their goal	Figure out long-term goals and strategies to reach them
Syllables and stress with adjective endings	Listen for purpose or cause and effect	Interview people about their conflict management strategies	Compare different types of communication at work in terms of preventing and managing conflict
Consonant groups	Identify referents for the pronouns <i>one</i> , <i>this</i> , and <i>it</i>	Evaluate the credibility of a chosen source of information	Discuss challenges around finding trustworthy sources for information or news
Contractions with <i>will</i>	Listen to make predictions	Research a leader you admire and describe their leadership skills	Choose your own board of directors

Module	I can ...	Learning Objectives	Vocabulary
7 Self-Management Persistence pages 29–32	 I can describe the importance of persistence and specific strategies to develop the <i>yet</i> attitude.	<ul style="list-style-type: none"> • Explain what persistence is and why it is important • Explain what the <i>power of yet</i> is and how it can affect your mindset • Describe specific strategies to develop persistence and the <i>yet</i> attitude 	<i>capacity, discouraged, encounter, input, obstacle, optimism, overcome, overwhelming, potential, renewed, setback, stumble</i>
8 Wellness Improving Your Wellness pages 33–36	 I can explain the habits and importance of wellness and describe specific strategies for improving it.	<ul style="list-style-type: none"> • Explain the importance of evaluating personal routines to improve wellness • Describe ways to replace unhealthy habits with healthy ones • Describe ways to maintain healthy habits 	<i>athletic, diet, drain, encompass, habit, meditate, nutritious, priority, proven, replace</i>
9 Social Responsibility Giving Back pages 37–40	 I can explain the benefits of social responsibility and describe ways to give back.	<ul style="list-style-type: none"> • Explain the benefits of giving back to the community for individuals and businesses • Describe ways companies give back to the community or society • Describe ways employees can give back when their company doesn't have programs • Describe ways to give back when you aren't working for a company 	<i>capable, cause, donation, drive, fundraiser, incentive, moral, network, obligation, participate, reputation, volunteer</i>
10 Branding Branding Yourself Online pages 41–44	 I can describe strategies for developing my personal online brand.	<ul style="list-style-type: none"> • Describe essential things to consider when building your brand online • Explain how to network online and use social media to advance my career • Describe specific strategies for protecting my information • Explain how to tell my story 	<i>consistent, genuine, perception, portray, presence, privacy settings, relevant, selective, temperament, visible, work ethic</i>
11 Job Search Researching Companies pages 45–48	 I can describe the benefits of and specific strategies for researching companies during the job-search process.	<ul style="list-style-type: none"> • Describe specific strategies to research companies • Explain where and how to find specific, in-depth company information • Explain the benefits of researching companies 	<i>at a glance, background work, business plan, due diligence, inside scoop, keyword search, knowledge base, long-term prospects, mission statement, narrow the field, perfect fit, work-life balance</i>
12 Interviewing Difficult Interview Questions pages 49–52	 I can describe strategies for answering both common and difficult interview questions.	<ul style="list-style-type: none"> • Describe specific strategies to answer common interview questions • Explain how best to prepare for an interview • Describe techniques to deal with challenging interview questions 	<i>buy time, emphasize, on the spot, present, self-doubt, strategy, stump, take the lead</i>

Check your understandingpage 54
 Discussion strategies.....page 68
 Vocabulary practicepage 74
 Glossarypage 87

Pronunciation	Language Strategy	Project	Talk!
The <i>-ed</i> endings in adjectives	Listen for explanations	Interview someone with a positive attitude to learn about their strategies and solutions when facing problems	Learn about four famous people who persisted and then reached their goals
The letter <i>a</i>	Listen for main ideas and details	Research ways to improve your wellness and write five healthy habits that you want to try	Discuss wellness practices around the world
Linking identical consonants	Listen for transition words of addition	Research or interview someone about programs at work for giving back	Ways to volunteer if you do not have much time
Linking a vowel to a vowel	Read to identify supporting reasons	Interview two people with a strong, successful online presence	Discuss social media facts about job seekers and employers
Stressed syllables in nouns	Collocations	Research a company you would like to know more about	Discuss your priorities when job hunting
Weak and blended pronunciation of <i>to</i>	Euphemisms	Search for difficult interview questions and then answer them	Discuss statistics on interview behavior

Communication 1

Active Listening

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. Are all the people using good active listening strategies? Why or why not?
- 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 needed active listening skills 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 Listen to a conversation between Sarah and Pietro, who are web designers on a project together. Pietro has just met with their clients and is filling Sarah in on the details. Pay attention to how each person uses active listening skills. What are they doing correctly or incorrectly? Check the boxes and discuss if you think this was a successful conversation or not.



This person ...

- 1 is taking notes
- 2 is paraphrasing sentences
- 3 is asking questions for clarification
- 4 seems distracted
- 5 is multi-tasking
- 6 sometimes interrupts
- 7 sounds impatient
- 8 sometimes finishes the other person's sentences

Pietro

Sarah

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

B PAIRS Choose if you are Student A or B. Study your card and perform the role play with your partner using your own ideas and the active listening strategies from the online module. Then give each other feedback on how well you felt the other person was listening.



Student A

You are an employee at a small gift and **souvenir** shop. Your boss is going to talk to you about changing the store display.

- You are counting the cash in the cash drawer when your boss starts talking to you. Ask your boss to wait a minute so you can write down the number and then start taking notes.
- Make sure you understand exactly what changes your boss is describing. Paraphrase and ask questions for clarification.
- Ask if you need to change around everything in the entire store.
- As you are listening, there are customers already coming in. It's a busy weekend day and you are not sure this is the best day to make the changes.

Student B

You are the owner of a small gift and souvenir shop. You need to talk to an employee about changing the store display.

- The ceramic vases are very popular and should be placed in the window to attract more customers.
- The USB drives should be closer to the cash register. They are small and easy to steal, so they need to be where you can see them.
- In general, you want to give the store a "cleaner" look, for example, by adding more space between items.
- You have a lot of errands to run and won't be in the store. You need your employee to take care of this today.
- You are in a rush so you are a little impatient as you describe the changes to your employee.

Step 4

Take away

A Complete the table with the **Dos** and **Don'ts** and their reasons from the list.

- Ask questions
- Refresh memory
- Check you've understood
- Make eye contact

- Finish someone's sentences
- Keep phone or laptop open
- You will have a turn to speak
- It's disrespectful

Dos	Reason
Take notes	
	Shows you're listening
Paraphrase	
	Clarify information

Don'ts	Reason
	Can distract you
Multi-task	
	Not polite and you can't be sure what the other is going to say
Show signs of feeling impatient	

B PAIRS Compare your charts. Discuss which of the Dos you find easy or difficult to use when listening and any Don'ts that you sometimes do without thinking.

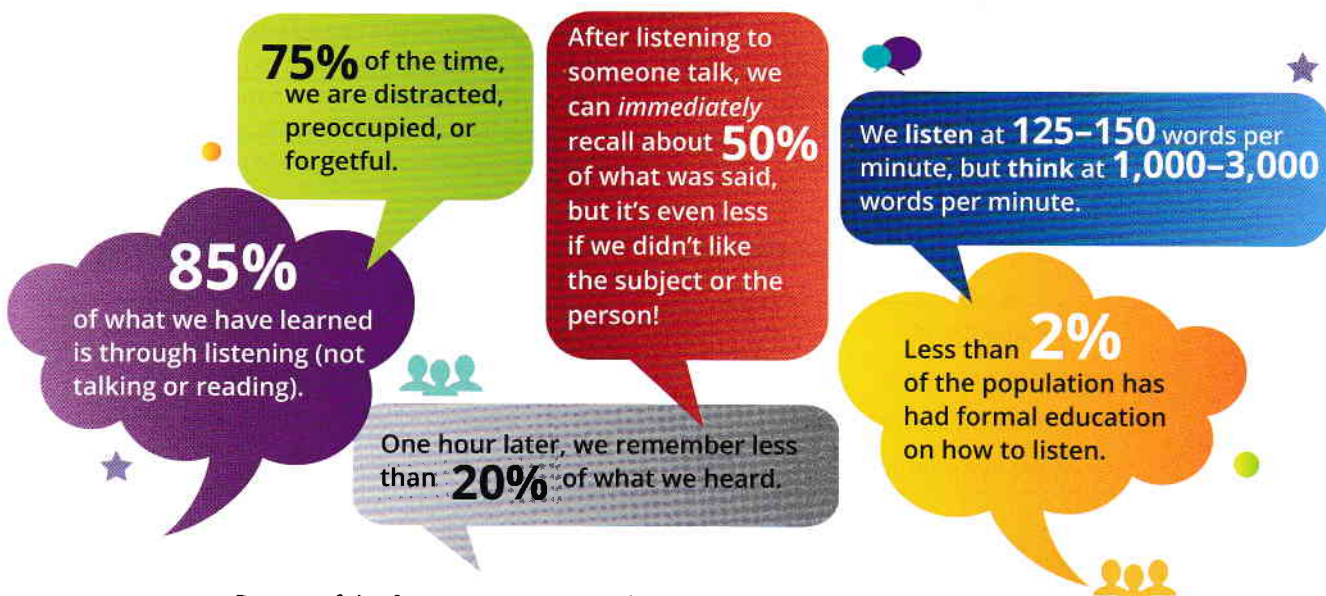
Step ⑤ **Project**

PAIRS In your online course, you chose an active listening strategy from this module and then used it in a situation where you needed to actively listen. Explain what the situation was and how well the strategy worked. Read the example.

I tried taking notes during a meeting with my manager. We're usually really busy and there isn't time. But this time I asked her to wait a minute so I could take notes. She actually seemed to appreciate it; she could see I was trying to pay attention. It was really helpful in the end because I got all the details I needed without having to go back and ask questions.

Step ⑥ **Talk!**

PAIRS Listening is something that we just do without thinking. However, we have all been in situations where we suddenly realize that we haven't been listening to a word of what the other person has been saying! Read these facts about listening.



- Do any of the facts surprise you? Why?
- Do you they remind you of interactions that you have had?
- Are there any facts that help you understand some of the things you do?

Step ⑦ **Going forward**

A PAIRS In your online course, you reflected on what situations in your life you will handle differently after studying more about active listening. Discuss. Listen to the examples.

B SHARE Present your ideas to the class.

VOCABULARY PRACTICE
 Go to page 74.



I can explain the importance of and describe specific strategies for active listening.