

Skills for Employability

EBRIS

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books

Step UP

Coursebook and eBook







A2+

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Welcome

page 2

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

Module	I can ...	Learning Objectives	Vocabulary
1 Communication 1 How to Communicate Successfully pages 5–8	 I can identify successful communication skills.	<ul style="list-style-type: none"> Identify ways to communicate a message effectively Decide the best way to communicate with my audience Decide the best medium to use for communicating a message Identify ways to deliver a clear message 	<i>accurate, affect, breakdown, detail, facial expression, formal, informal, interfere, impression, preference, react, record</i>
2 Communication 2 Effective Communication at Work pages 9–12	 I can identify effective oral communication skills in the workplace.	<ul style="list-style-type: none"> Identify good listening skills Describe how to manage emotions Identify effective messaging Describe effective body language 	<i>blame, calm down, confirm, emotion, express, interrupt, involved, neutral, misunderstanding, pay attention, respond, upset</i>
3 Goal Setting SMART Goals pages 13–16	 I can explain the importance of setting SMART goals and describe how to create them.	<ul style="list-style-type: none"> Describe SMART goals Explain the importance of setting goals State how to improve a SMART goal 	<i>actually, concentrate, detailed, directly, exactly, figure out, on average, original, positive, realistic, related, set aside, side effect, time frame</i>
4 Teamwork Being a Team Player pages 17–20	 I can explain the importance of teamwork and describe the skills of an effective team.	<ul style="list-style-type: none"> Describe the benefits of working on a team Describe teamwork skills State how to improve teamwork skills 	<i>active role, conflict, encourage, flexible, get along with, opinion, rely on, responsible, strength, solve, supportive, weakness</i>
5 Critical Thinking Critical Thinking Skills pages 21–24	 I can explain and describe the steps in the critical thinking process.	<ul style="list-style-type: none"> Define critical thinking Describe the steps in the critical thinking process Identify ways to improve critical thinking 	<i>analyze, claim, decision, dishonest, evaluate, evidence, identify, issue, respected, review, source, viewpoint</i>
6 Leadership Leadership Skills pages 25–28	 I can describe the skills needed to lead people effectively.	<ul style="list-style-type: none"> Describe the qualities of a good leader Explain the importance of leadership skills Identify ways to improve leadership skills 	<i>attitude, brave, feedback, innovation, inspire, motivate, opportunity, outgoing, quality, respect, responsibility, value</i>

Pronunciation	Language Strategy	Project	Talk!
The sound /j/	Listen for examples	Analyze communication skills in different situations	Facts about communication problems at work
The sound /ər/	Listen for reasons	Interview people about their communication skills	Annoying habits of co-workers
Silent letters	Listen for sequencing words	Share your SMART goals	New Year's resolutions survey
Stressed syllables	Listen for enumeration	Survey people about their experiences working in teams	How animals live and work in teams
The letter <i>a</i>	Take notes on critical thinking	Evaluate an issue and come up with a plan	The importance of critical skills in the workplace
The letter <i>o</i>	Listen for introductory phrases	Research a famous leader	Imagine you are the leader of a new country

Module	I can ...	Learning Objectives	Vocabulary
7 Self-Management Time Management pages 29–32	 I can describe specific strategies for managing and planning my time.	<ul style="list-style-type: none"> Describe the benefits of using time management tools Describe four specific time management tools Identify effective time management strategies 	<i>assignment, catch up, category, deadline, organized, overwhelmed, pile up, put off, rank, strategy, stressful, workload</i>
8 Wellness Healthy Habits pages 33–36	 I can identify healthy and unhealthy habits.	<ul style="list-style-type: none"> Identify healthy and unhealthy habits Describe the benefits of having healthy habits Describe the effects of unhealthy habits 	<i>active, blood pressure, carbohydrate, diabetes, fiber, injury, lactose, lean, mental, muscle, physical, protein, poultry</i>
9 Social Responsibility Personal Responsibility pages 37–40	 I can explain the importance of personal social responsibility and describe workplace etiquette.	<ul style="list-style-type: none"> Define social responsibility Explain personal responsibility Describe workplace etiquette Identify ways to improve workplace etiquette 	<i>adjust, appropriately, atmosphere, disrespect, distract, focus, negative, productive, promotion, rude, signal, tone</i>
10 Branding Branding Basics pages 41–44	 I can describe strategies for building my personal brand.	<ul style="list-style-type: none"> Define what a personal brand is Describe specific strategies for building a personal brand Identify effective mission statements 	<i>achieve, creative, description, emphasize, highlight, impress, match, notice, ongoing, personality, reflect, revise</i>
11 Job Search What Is Networking? pages 45–48	 I can describe specific strategies for building and growing my professional network.	<ul style="list-style-type: none"> Define what a professional network is Explain the benefits of networking Describe specific strategies for building and growing a professional network 	<i>advice, effective, establish, expand, get-together, in touch with, purpose, reach out, relate, separately, training, update</i>
12 Interviewing Interview Basics pages 49–52	 I can describe specific strategies for preparing for a job interview.	<ul style="list-style-type: none"> Explain the importance of preparing for a job interview Describe specific strategies for preparing for a job interview 	<i>a good fit, applicant, casual, confident, discussion, document, dress code, duty, neat, professional, requirement, reference, values</i>

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Discussion strategies.....page 68

Vocabulary practicepage 72

Glossarypage 86

Pronunciation	Language Strategy	Project	Talk!
Dropped syllables	Keep your notes short	Choose an appropriate planning tool for an event	Discuss different planning tools
The vowels /i/ and /ɪ/	Identify cause and effect	Research a health app or website	How to create good habits
The vowel /ə/ in unstressed syllables	Leave space and adding information later	Research more tips and examples of good and bad workplace etiquette	Workplace culture in different countries
The voiced <i>th</i> sound /ð/	Identify definitions	Write your mission statement	How important is personal branding
The vowel sound /ʌ/	Ask and answer questions	Research two professional groups	Discuss survey results about jobs and networks
Consonant groups	Make inferences	Research a company	Discuss unusual things people did to get a job

Communication 1

How to Communicate Successfully

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 photos. People at work communicate differently. How do you communicate most often at work or in school? How do you prefer to communicate? Why?
- C** Check your understanding. Go to page 54.



Step 2

Tell your story



- A THINK** In your online course, you thought about a communication experience you had that went well or did not go well. 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 two scenarios that show different communication breakdowns. Discuss the questions for each scenario.

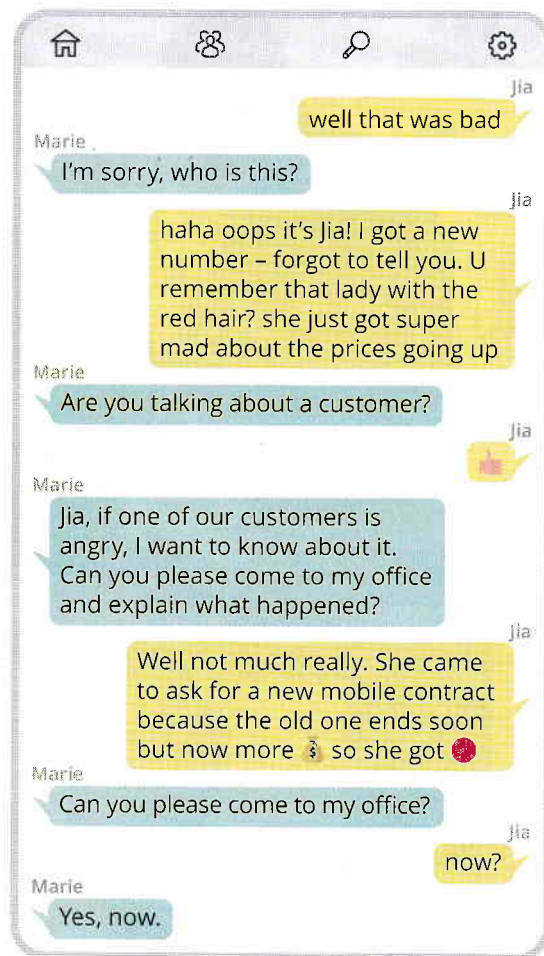
- 1 Sam works as a web **designer** for a home goods company. The laptop he uses for work is getting old and slow, so Sam would like his employer to give him a new one. A new laptop will help him do his work more quickly. It will also allow him to get better **software**, which will make his **designs** better. He wants to talk to his boss, Kara, about this.



Sam: Hey, Kara.
Kara: Hi, Sam. What's up?
Sam: Well, I'm working on the new designs. They're a lot bigger now because we've added videos and some new menus.
Kara: Yes?
Sam: Yeah, well, it's taking me a long time. My computer is kind of slow.
Kara: Oh, I see. Well, we have time. You don't need to finish the design for another couple of weeks.
Sam: OK.

- 1 What is Sam's message? Did he make it clear?
- 2 Did Sam choose the best medium to deliver his message?
- 3 How is Sam's delivery?

- 2 Jia is a customer care **specialist** at a phone store. She had the following text exchange with her manager, Marie. Marie was not happy.



- 1 What is Jia's message? Did she make it clear?
- 2 Did Jia choose the best medium to deliver her message?
- 3 How is Jia's delivery?

- B PAIRS** Together, think about the advice you could give Sam and Jia to make their communication successful. Take notes.
- C SHARE** Discuss the mistakes you think Sam and Jia made and present to the class your ideas for improving their communication. Take notes while others are presenting. Can you add anything to your list?

Step ④

Take away

- A THINK** Think about your communication in the last few days at work or in school. Take notes about one spoken or written example in the chart below.

Communication situation	Meeting at work	
Was my message clear and simple?	Yes—I took notes before the meeting	
Who was my audience?	Company employees in a different city	
What was the medium?	Video conference	
How was my delivery?	OK—I had to repeat a couple of things	
Was this communication successful?	Yes—I think everyone understood me and there were no problems	
What should I do differently next time?	Tell people when they can ask questions	

- B PAIRS** Compare your charts. Talk about why the communication examples were successful or not successful.
- C SHARE** As a class, discuss which kinds of communication problems are the most common.

Step 5

Project

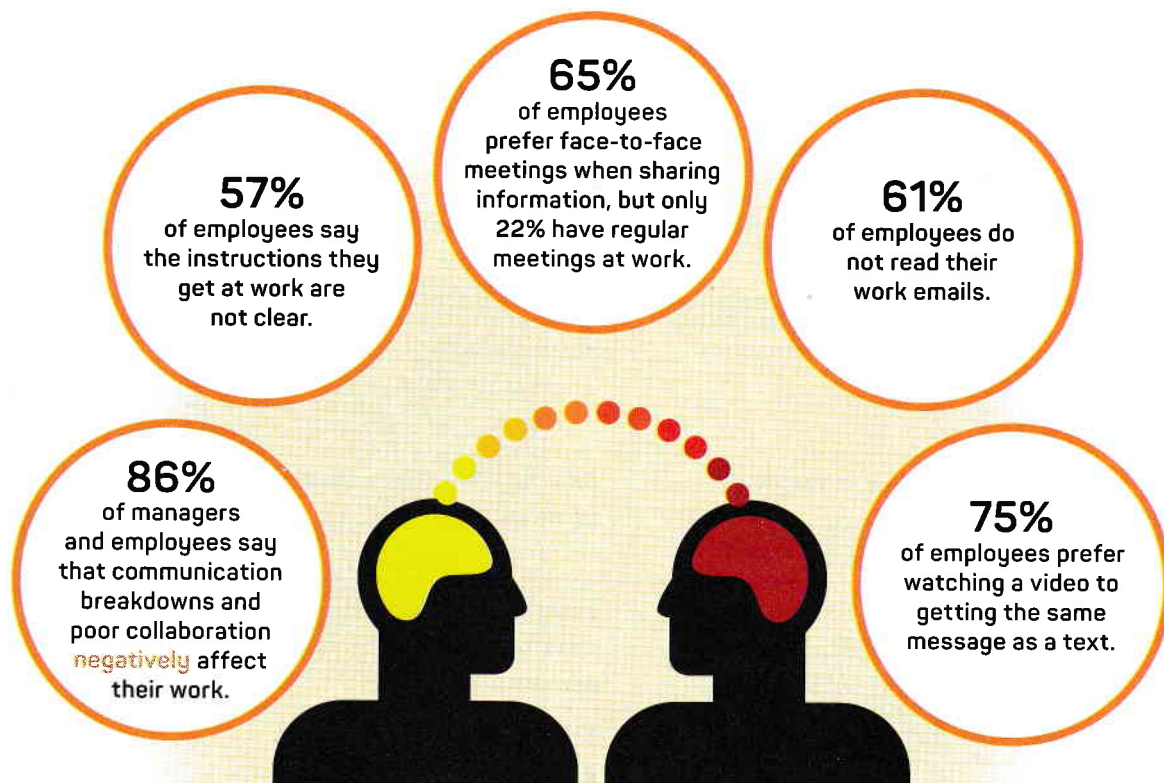
PAIRS In your online course, you took notes about people's communication skills on TV. Using your notes, discuss what you found. Read the example.

I watched an interview of two scientists who study oceans. I'd say the style was polite but not too formal. The scientists shared a lot of information which they explained in a simple way so the audience could understand it. From this I learned that it's important to think about your message and present it clearly.

Step 6

Talk!

PAIRS There are many different kinds of communication problems in the workplace. Read the information and then discuss the questions.



- Do any of these facts surprise you? Why or why not?
- Have you had any of these experiences?
- What other problems can cause communication breakdowns?

Step 7

Going forward



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

B SHARE Present your ideas to the class.

VOCABULARY PRACTICE

Go to page 72.



I can identify successful communication skills.