

ESL CORE WORKPLACE COMMUNICATION

Certificate of Competency

Program #3P46248

ESL Core Workplace Communication Skills is designed for Intermediate to Advanced ESL students who plan to enter the U.S. workforce. This program is the first step to employment by helping students gain necessary skills for assisting, supporting, and interacting with customers and clients in the U.S. and appropriate communication with coworkers and managers.

ESL for Work: Communicating with Clients and Customers will teach students how to build connections with clients and customers, research and communicate about products and services, respond to inquiries, and resolve conflicts and complaints in various customer service situations.

ESL for Work: Communicating with Coworkers and Managers teaches students about workplace communication in the U.S. Students will learn how to communicate orally and in writing with the people they work with and the people they work for. They will learn about topics such as formal and information communication, when and how to change formality, how to develop relationships, and the culture of communication at work.

Students who complete this program will gain better employability and job opportunities by achieving a deeper understanding of professional communication in the U.S. workplace, gaining knowledge of broad communication skills and the subtleties and nuances in the U.S. workplace, and gaining knowledge of how to communicate directly, openly, and clearly within U.S. workplace culture.

Code	Title	Hours
Core Courses (Required 72-108 Hours)		
ESLA 1208	ESL for Work: Communicating with Clients and Customers	36-54
ESLA 1209	ESL for Work: Communicating with Coworkers and Managers	36-54
Total Hours		72-108

Plan of Study

First Year

Semester 1	Hours Semester 2	Hours
ESLA 1208	36-54 ESLA 1209	36-54
	36-54	36-54
Total Hours 72-108		

List of Courses

ESLA 1208 ESL for Work: Communicating with Clients and Customers

36-54 Hours

Intermediate to advanced ESL students taking this course will gain necessary skills to communicate with customers and clients in the U.S. Students will learn how to build connections, research, and communicate about products and services; respond to inquiries; and resolve conflicts and complaints in various customer service situations. *(Apportionment)*

ESLA 1209 ESL for Work: Communicating with Coworkers and Managers

36-54 Hours

Intermediate to advanced ESL students taking this course will gain necessary skills for communicating with coworkers and managers. Students will learn about U.S. workplace communication styles and expectations. They will learn workplace skills, such as changing formality, making requests, giving directions, communicating with technology at work, and navigating uncomfortable situations. *(Apportionment)*