

ESL WORKPLACE INTERPERSONAL COMMUNICATION

Certificate of Competency

Program # 3P46255

Intermediate to Advanced ESL students who complete ESL Workplace Interpersonal Communication will improve their language skills and learn "soft skills" to manage workplace situations such as making decisions, solving problems, resolving conflicts, getting along with coworkers, working with a team, persuasive speaking and writing, sharing opinions and exercising leadership skills. Language skills and "soft" skills practice is based on authentic workplace situations and includes use of technology and communication tools currently used in the workplace.

ESL for Work: Negotiation and Persuasion will teach students how to use persuasive speech to convince others to do something, such as make a purchase, agree to an idea, and complete a task. It will also teach negotiation skills that are helpful for workplace conversations, such as sales, negotiating a higher salary, and negotiating work schedules.

ESL for Work: Workplace Conflict Management will teach students language skills to manage workplace situations such as solving problems, resolving conflicts, getting along with coworkers, working with a team, and exercising leadership skills.

Code	Title	Hours
Core Courses (Required 72-108 Hours)		
ESLA 1213	ESL for Work: Negotiation and Persuasion	36-54
ESLA 1212	ESL for Work: Workplace Conflict Management	36-54
Total Hours		72-108

Plan of Study

First Year

Semester 1	Hours Semester 2	Hours
ESLA 1213	36-54 ESLA 1212	36-54
	36-54	36-54

Total Hours 72-108

List of Courses

ESLA 1212 ESL for Work: Workplace Conflict Management 36-54 Hours

Intermediate to Advanced ESL students who complete this course will improve their language skills to manage workplace situations such as solving problems, resolving conflicts, getting along with coworkers, working with a team, and exercising leadership skills. Language skills and "soft" skills practice is based on authentic workplace situations. *(Apportionment)*

ESLA 1213 ESL for Work: Negotiation and Persuasion 36-54 Hours

Intermediate to advanced students taking this course will learn important persuasion and negotiation skills for the workplace. Students will learn skills like negotiating higher salaries, finding compromises in negotiation, negotiating disagreements, persuading others to agree with ideas, making sales through persuasion, and speaking English with confidence when negotiating or persuading. *(Apportionment)*