



From School to Work: English Communication Scenarios for the Real-Life Workplace

Presenter

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Warming up...



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Discuss with a Partner...

Is communication
in English still
important today?
Why? Why not?



Reflection...the English Language is...

- the 3rd most widely spoken language in the world
- spoken and taught in over 118 countries
- used around the world as the language of trade, of diplomacy, of science, aviation, computers, diplomacy and tourism.
- the language of international communication, the media and the internet.
- the language of international education

Knowledge Economy and Research



The rise of English as the dominant language of scientific communication is unprecedented since Latin dominated the academy in medieval Europe.

... inability to read the research published by others and to contribute to international innovation is a significant challenge for countries lacking English skills amongst highly trained professionals.

English is the Language of Globalization

“Around **1.75** billion people are now speaking or learning to speak English – almost a third of the planet.”

– Harvard Business Review

“**68%** of business executives state that English is the most important language to execute their international expansion plans.”

– The Economist

“**81%** of multinational companies expect their need for English to increase in the next three years” –

Falling Through the Cracks: Potential Pitfalls Along the Road to English-Language Proficiency
(IPSOS Public Affairs and ETS)

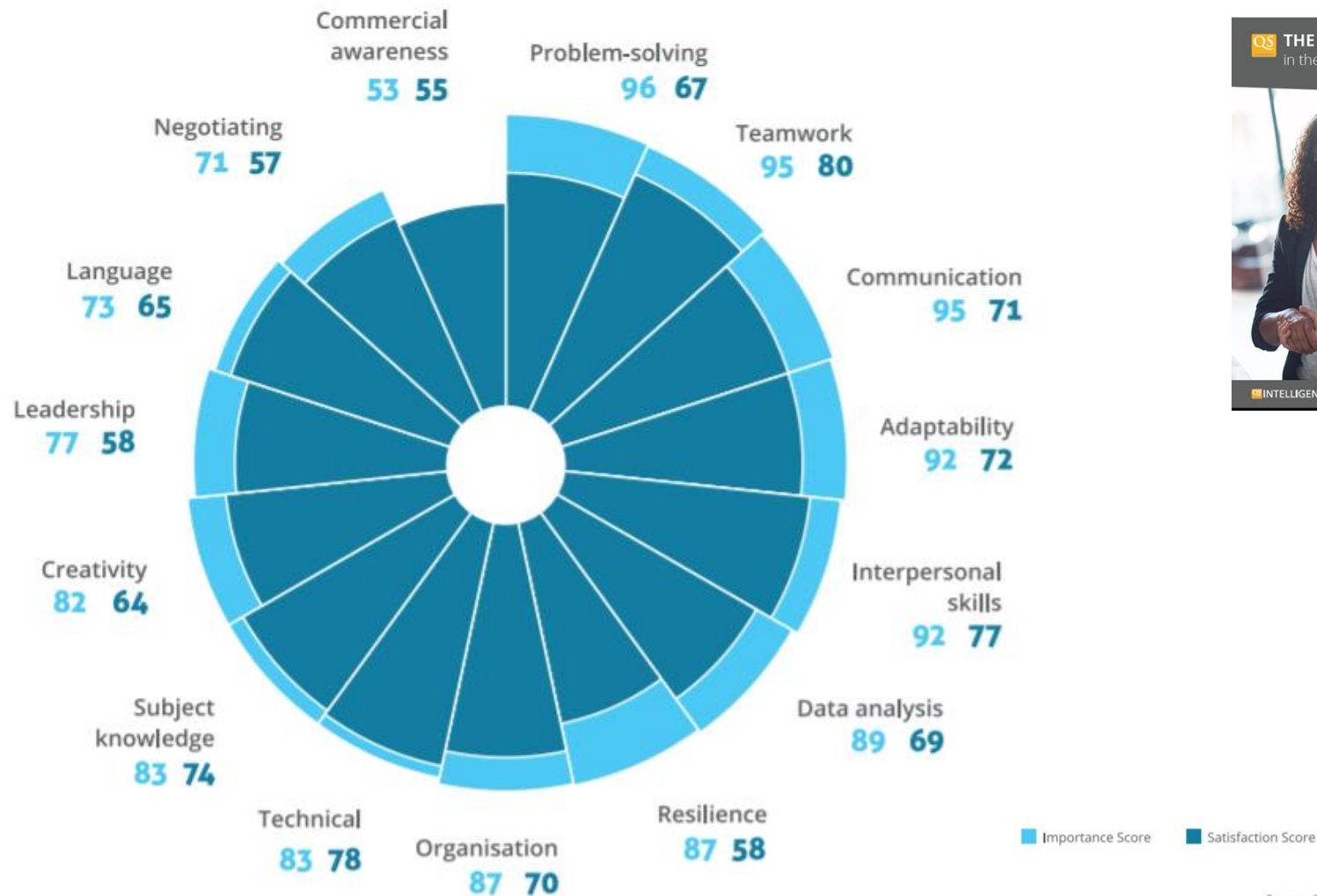
Academic Language Centers as indispensable university units

- Help in recruiting those international students for English-taught programs and Erasmus exchanges that have proven skills to succeed in the classroom (preventing drop-out).
- Help your university graduates enter the job market by giving them a competitive edge: an internationally recognized English language certificate like the TOEIC® Test.
- Increase the students' level of employability.

Academic Language Centers as indispensable university units

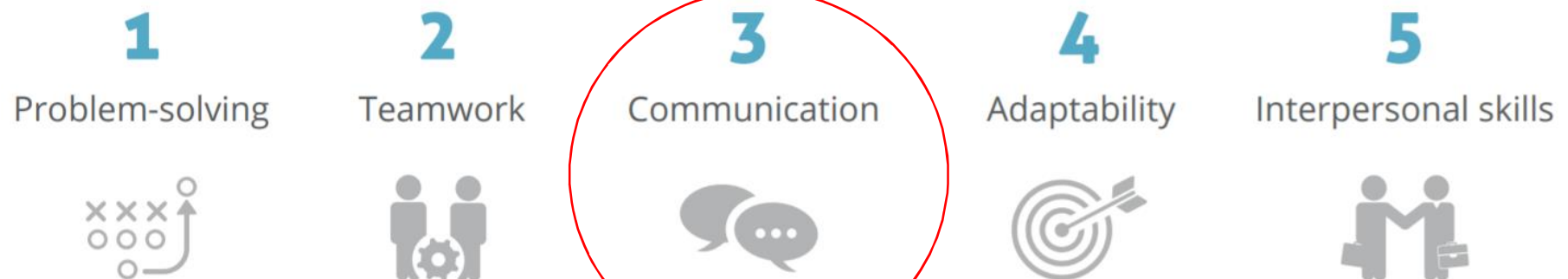
- Increase your internationalization levels by welcoming international students with TOEFL® test scores.
- Well-researched standardized tests provide academic institutions an international standard test recognized globally.

Global overview of core skills: importance vs satisfaction



Source: QS Global Employer Survey 2018

The 5 most important skills for employers globally



Source: QS Global Employer Survey 2018

Communication...



Effective Communication in English

- English Language professionals focused on the importance of communicating clearly with others.
- Learning is more effective when learners engage in meaningful situations in English.
- Role of the language teacher: provide scenarios that require students to complete meaningful tasks like those in the real world.



English Communication Scenarios for the Real-Life Workplace



Discuss with a Partner...

Can you think of examples of workplace English communication scenarios and skills needed?



Workplace English communication scenarios in a business setting

Scenarios	Skill(s) needed
A salesperson reads through an order form to make sure it is filled out completely	Reading
A product expert writes a product road app for a language app and presents it to the board of directors	Writing and Speaking
An employee reads necessary documents and takes part in a meeting.	Reading, Speaking
A consultant checks an e-mail message to confirm the subject, time, or location of a meeting	Reading

Workplace English communication scenarios outside a business setting

Scenarios	Skills needed
A hotel receptionist listens to questions from a hotel guest and provides answers.	Listening, Speaking
A student reads an online advertisement for housing and emails the owner to view the flat and discuss arrangements	Reading, Writing
A patient sees a doctor at the clinic; the doctor asks questions; the patient answers	Speaking
A customer orders food in a restaurant; the waiter writes down the order and checks the order by repeating it	Speaking, Listening, Writing

ETS English Assessments

- At ETS, we analyzed these kinds of tasks commonly carried out in workplace English language settings around the world, and the use of the different language skills need to accomplish these in real-world communication.
- We then used evidence-based test design and established processes to create English language assessments for the international workplace, such as the *TOEIC*® Programme.
- There is a connection between real-world communication tasks and the tasks on the TOEIC test.
- To show how English language skills interact, we thought about the tasks people carry out in the real world.
- Let's see some examples...



Examples of *TOEIC*[®] Test Tasks and Real-world Communication Tasks

Updates to the *TOEIC*[®] Listening and Reading test

- In 2018, we updated the *TOEIC* Listening and Reading test to reflect the evolving use of the English language, including communication approaches and methods that have been used more frequently in recent years.
- Examples of updates made:
 - Listening section:
 - More speakers taking part in a conversation—sometimes 3 speakers
 - More, but shorter turns in a conversation—to reflect real-word exchanges
 - More natural language—elisions, contractions, reduced language
 - Reading section:
 - Additional text formats included.
 - Text messages
 - Online chat conversations



Sample Question-Response Question

What is tested here?

(M-Au) Tomorrow is the deadline for this project, isn't it?

- (W-Am) (A) Ms. Doyle wants it done by noon.
(B) No, the line's over there.
(C) Sorry, I'm not wearing a watch.

Start at 5:40

Conversation

(W-Br) Mr. Filbert, do you know what time the fund-raising committee is meeting? I thought it was starting now, but there's no one in the conference room upstairs.

(M-Cn) Oh, the meeting's been postponed until three because Wrigley Hall hasn't been cleaned since last night's dinner.

(W-Br) Wrigley Hall? //We usually meet in the conference room on the second floor.//

(M-Cn) No, we needed a bigger room, so we're meeting in Wrigley Hall. The usual room won't seat all of the committee members.

Sample Conversation Question

[Listen to a conversation and answer three questions. What is tested here?]

50. What are the speakers discussing?

- (A) A fund-raising dinner
- (B) A medical seminar
- (C) A sales conference
- (D) A committee meeting

Start at 7:50

Sample Conversation Question

Second question: What is tested here?

51. Why was the event postponed?

- (A) Some people could not attend.
- (B) The room was not ready.
- (C) Some equipment was broken.
- (D) The presenters were delayed.

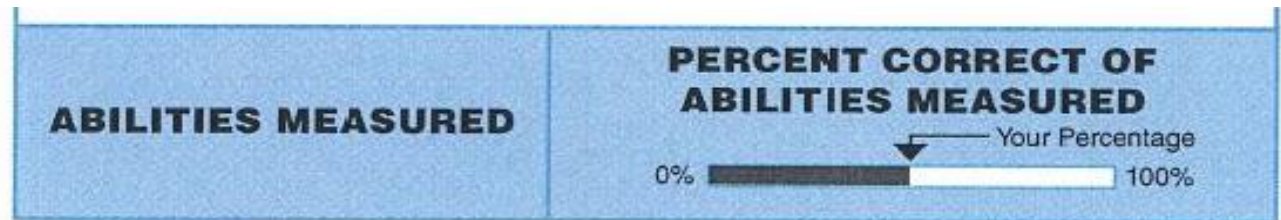
Sample Conversation Question

Third question: What is tested here?

52. Why does the woman say, “We usually meet in the conference room on the second floor”?

- (A) She is inviting the man to join an event.
- (B) She is explaining that a room is occupied.
- (C) She is giving the man directions.
- (D) She is checking that the man has the correct information.

From the ...TOEIC® Listening & Reading Official Score Report



Can infer gist, purpose and basic context based on information that is explicitly stated in short spoken texts	35 0%  100%
Can infer gist, purpose and basic context based on information that is explicitly stated in extended spoken texts	40 0%  100%
Can understand details in short spoken texts	65 0%  100%
Can understand details in extended spoken texts	42 0%  100%
Can understand a speaker's purpose or implied meaning in a phrase or sentence.	35 0%  100%

TOEIC[®] Listening & Reading Score Descriptors

- Describe what skills are *typical* of candidates at different score levels
- Not specific to particular candidates
- Created by means of a scale-anchoring study

TOEIC® Listening Score Descriptors

Example: Your scaled score is between 300 and 400. Test takers who score around 300 typically have the following *strengths*:

- They can understand details when the information is slightly paraphrased.

TOEIC® Listening Score Descriptors

Example: Test takers who score around 300 typically have the following *weaknesses*:

- They have difficulty understanding the central idea, purpose, and basic context of short, spoken exchanges when conversational responses are indirect or difficult to predict.

TOEIC[®] Reading Score Descriptors

Example: Your scaled score is between 350 and 450. Test takers who score around 350 typically have the following *strengths*:

- They can understand rule-based grammatical structures.

TOEIC® Reading Score Descriptors

Example: Your scaled score is between 350 and 450. Test takers who score around 350 typically have the following *weaknesses*:

- They do not connect information across a wide area within a text.

Workplace Language Skills

Listening Skill

Reading Skills

Speaking Skills

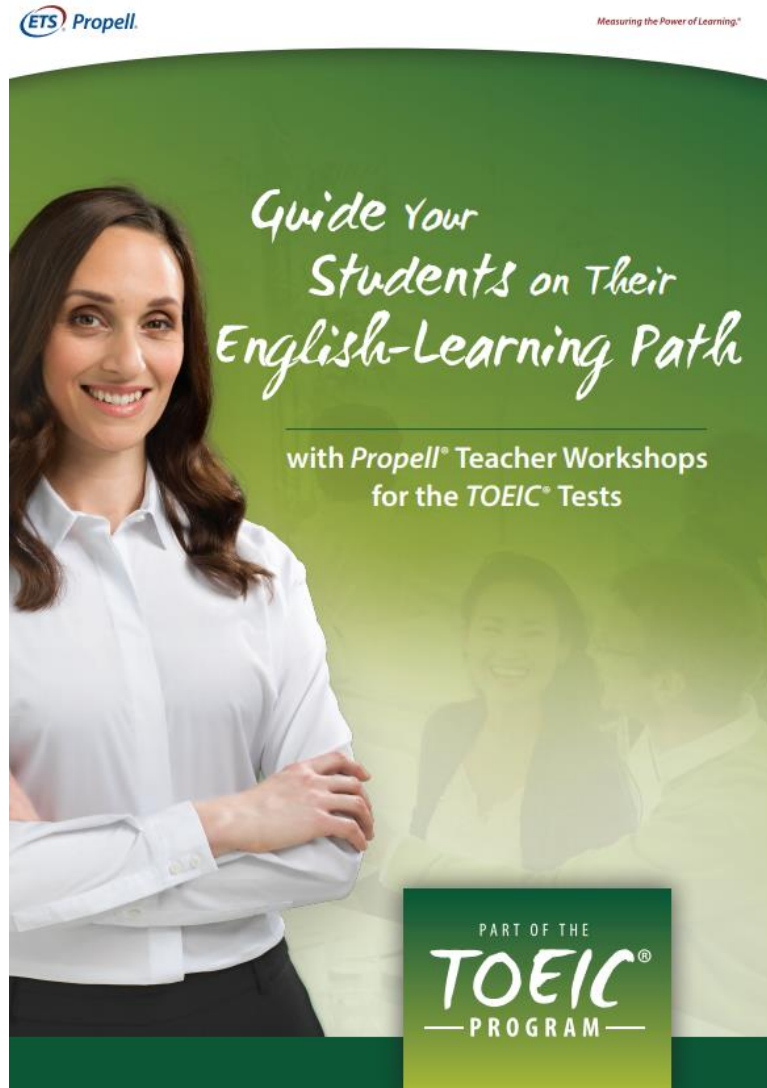
Writing Skills

Integrated Language Skills

Completing the Circle



Join us for further teacher training!



Share Your Ideas

- How could you engage students in developing their English communications skills useful for real-life?
- How can teachers help raise the students' awareness on the importance of communication in English and the implications on their future career options?
- How could you follow up on their English communication performance?

