

XLAN 1910

Language for Work

Module 8a: Soft Skills

Instructor Guide

Integrated Language and Workforce Training

Faculty of Foundational, Career, and Intercultural Studies

Integrated Language and Workforce Training

Module 2: Job Search

Instructor Guide

All images in this module except as otherwise noted are from Microsoft Clipart.

Clipart Copyright © 2007 Microsoft Corporation®, One Microsoft Way, Redmond, Washington 98052-6399 U.S.A. Clipart reproduced with permission of Microsoft Corporation. All rights reserved.

NorQuest College has made every effort to obtain copyright permission. Please bring any omissions to our attention at the following address:

Curriculum Development, 10215 108 Street, Edmonton AB, T5J 1L6

Copyright © 2017, NorQuest College and its licensors

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, or stored in a database and retrieval system, without the prior written permission of the publisher.

Module 8a: Instructor Guide

Module Overview

This module includes videos introducing them to the critical soft skills they will need for success in their work placements as well as in the workplace.

Specific learning outcomes

By the end of this module, you should be able to

- Explain expectations surrounding absences in the Canadian workplace.
- Identify what is included in a call to request a day off.
- Explain expectations surrounding punctuality in the Canadian workplace.
- Explain what is and is not appropriate when calling in sick.
- Identify actions and attitudes that are necessary for a positive work ethic in the Canadian workplace.

In this module, you will do the following:

- Watch videos about soft skills in the Canadian workplace and discuss them with your classmates.

Videos

You may wish to use these videos as a warm-up during the class to spark discussion. You could play the video, then have students discuss the questions in pairs or small groups.

After each video, debrief with the following questions:

- What did you learn that was new or surprising?
- What did you hear that you already knew?
- Are the expectations in the videos different or the same in your country of origin?
- What did you learn in the videos that is important for your work placement?

Video 1: Conversation about an employee's absences

<https://www.youtube.com/watch?v=BCaB5ecqpVU>

- What is a good reason to be absent from work?
- It isn't enough to leave a message and just say you will be absent. Why not?
- What is important to keep in mind when you are going to be absent from work?

Video 2: The correct way to ask for a day off

<https://www.youtube.com/watch?v=UJ78DdCsAb4>

- What did you learn about how to ask for a day off?

Video 3: A conversation about punctuality

<https://www.youtube.com/watch?v=NnkO69ospTU>

- What are the consequences of being late for work?
- What does it mean to “be on time” in a Canadian workplace?

Video 4: How NOT to call in sick, and How TO call in sick

<https://www.youtube.com/watch?v=xBEBept6xJE>

- What did Anne do wrong when she called in?
- What details do you need to include when you call in sick?
- When should you call when you will be absent?
- What information did Anne include in her second call?

Video 5: Work ethic

<https://www.youtube.com/watch?v=egCsDz59rf4>

- What is Sara doing when the supervisor walks in?
- Sara gives a bad impression because she is inflexible and doesn’t show any initiative. How did she do this?
- What does it mean to “be flexible”?
- What does it mean to “show initiative”?