**August 8, 2023**

**Today’s Agenda**

1. Welcome & introductions
2. Daily class schedule; course schedule
3. Class rules
4. Google Classroom - dgwkn6h
5. Needs assessment
6. Topics to cover
7. Small talk
8. Wifi SSID: **CP-AP-4**; Password: **tdsbcpap4**

**Introductions**

**Class/Course Schedule**

* Monday to Friday - 9:00 AM to 2:30 PM
* Hybrid
  + Monday & Tue - onsite
  + Wed/Thur/Fri - online
* 10:30 -10:45 - break
* 12:30 - 1:00 - lunch break
* 5-10 break in the afternoon
* Instructor’s training day - Helen
* SSI - Sector Specific Instruction Day (Thursday)
* JD - Job Development Day

**Class Rules**

* Notify me if you will be absent for class ([helen.tam@tdsb.on.ca](mailto:helen.tam@tdsb.on.ca))
* Speak a lot in English
* Absence - no more than 7 days; 3 times late = 1 absent
* Online - turn on camera
* Google Classroom
* Do you want hard copy handouts?

**Needs Assessment**

**Think of a previous work or volunteer experience and complete the following checklist.**

| **In your work or volunteer experience, how often did you …** | **Regularly** | **Sometimes** | **Rarely** | **Never** |
| --- | --- | --- | --- | --- |
| Speak with customers or members of the public |  |  |  |  |
| Speak with supervisors |  |  |  |  |
| Interact with co-workers |  |  |  |  |
| Give instructions, direct subordinates |  |  |  |  |
| Participate in meetings |  |  |  |  |
| Give presentations |  |  |  |  |

**Consider your experience with each of the tasks above. Answer the questions.**

1. What did you find least challenging?  
2. What did you find most challenging? What made it challenging?  
- training staff - lacking energy; lack of engagement from the audience; lacking patience  
- giving presentation - shy; pressure; situation; lack of confidence  
- all tasks because of language barrier; cultural awareness; feeling stressed;   
- participating in meetings - difficulty understanding / comprehending; difference accents;   
- making small talk - not sure how to respond; couldn’t understand/follow the topic; requires instant responses  
  
3. You will have to perform these tasks in English for the occupation of your choice. Determine what kind of classroom activities can help you to improve your oral communication skills for the tasks you have identified as the most challenging.

* Give a presentation
* Work in groups
* Opportunities to speak, to be corrected instantly
* Daily conversation/expressions
* Mock interview

**Topics to Cover**

* Small talk
* Business writing
* Telephone English
* Business meetings
* Giving presentations
* Diplomatic language
* Assertiveness
* Conflict resolution
* Job Search
* Networking
* Resume & Cover Letter
* Job Interview
* Salary Negotiation
* Library visit
* Worker’s rights / legal aid
* LinkedIn

**Small Talk (page 256)**

**Small Talk - Audio 3.2**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_3/Audio3.2.mp3>

1. What is small talk?

* Being sociable/friendly
* Not getting things done or not providing information

1. Purpose of small talk   
   - create rapport; build and retain social relationships  
   - break the ice   
   - social lubricant  
   - be friendly
2. Examples  
   - greetings and responses to greetings  
   - giving compliments (praises)  
   - weekend
3. Where and when   
   - at the workplace  
   - before meetings  
   - couples do not need to engage in small talk because they can accept the silence
4. **Small talk topics popular in Canada**  
   - news, shared experiences, compliments, weather, personal observations  
   - TTC, sports (Maple Leafs, Blue Jays, Raptors), festival, weekends, traffic
5. **No-no’s**   
   - personal finances, religion, marital status; anything that would lead to conflict or is too personal  
   - depends on the relationship  
   - age, sexual orientation, wages, how much, politics

**Making Small Talk (page 257)**

|  | **Is small talk appropriate? What could you talk about?** |
| --- | --- |
| 1. With a taxi driver while getting a ride. | Yes; traffic, weather, sports, car, music, news |
| 2. With a customs official at the airport. | No |
| 3. With your child’s teacher before a parent-teacher interview. | Yes; variety of activities, compliment about classroom / school layout / facilities |
| 4. With a resident of your apartment building in the elevator. | Yes; pets, kids, amenities, maintenance of building, weather |
| 5. With a police officer who stops you for speeding. | No; |
| 6. With a bus driver. | No |
| 8. With a stranger walking their dog in your neighbourhood. | Yes; pets, neighbourhood, weather |
| 9. With people who are about to interview you for a job. | Yes; sports, location of office, weather, common experience, compliment about office/layout/design |
| 10. With a client/customer of your company who calls you for information. | Yes; greetings |
| 11. With the receptionist in a busy doctor’s office. | No |

**Conversation Starters/Chatting with Strangers (Page 258)**

2. In line at the grocery store  
- This is my first time in this store. What do you think of the store?   
- Everything is so expensive these days. Right? / Everything has gone up in prices.   
- I wish they open a few more lanes on weekends. It’s so crowded today.

3. At your child’s daycare  
- This is such a nice daycare. What do you think?   
- This daycare has very good activities…  
- THe teachers here are very nice. What do you think?

4. At a work-related seminar  
- It’s an interesting seminar. The subject is very useful…  
- The speaker is very good…  
- The presentation is very good / nice  
- Is this your first time coming to / attending this xxx seminar?

5. The first day of your ESL class  
- are you a newcomer?   
- How did you get to know about this program?   
- Is this your first time taking ESL classes?

6. In your doctor’s waiting room  
- is this always this crowded with this doctor?   
- how long have you been waiting?   
- is this a good doctor? It’s my first time seeing her.

1. At the community centre  
   - have you been here before?   
   - How the service here?   
   - are you familiar with the services here?   
   - Have you ever tried this program?
2. In an airport waiting area   
   - Are you visiting Toronto or are you going home?   
   - looks like it’s going to be a full flight.   
   - I hope the flight is on time / not delayed…

**Homework**

**Tag Questions (page 259)**

**August 11, 2023**

1. Welcome
2. Warm-up exercise
3. Small talk and tag questions
4. Compliments
5. Conversation strategies
6. Elevator pitch
7. Resume writing preparation
8. Library visit next Tuesday - Toronto Reference Library (9:30 AM) - Yonge & Bloor  
   <https://www.torontopubliclibrary.ca/using-the-library/your-library-card/>

**Warm-up exercise**

<https://padlet.com/myhtam/different-ways-to-say-how-are-you-76z3pjoqxnz4bvp3>

**Tag Questions (page 259)**

* Structure
  + It’s a beautiful day, isn’t it? Yes, it is.
  + It’s not a sunny day today, is it? No, it isn’t.
* Pronunciation
* Eh?/ Huh?/ Right? / Correct?

**Giving and Responding to Compliments (page 260)**

1. A: That’s a

B: Thank you. I

2. A: You look energetic today.

B: Thank you. I am glad to hear that. I feel great today.

3. A: That new job really suits you. You seem a lot happier…

B: Thanks. I have worked for many years to get this job. / I am so happy with this job. I could retire here. It’s a great company to work for…

4. A: You’re such a hardworker. I appreciate your help before the long weekend.

B: Thank you for saying that. I am glad to help/everything is resolved.

5. I love your dedication to the volunteer services/commitment to immgrant services/involvement with newcomer services.

Thanks. I really enjoy helping newcomers to Canada. It’s a great way to give back to the community.

6. Your cover letter looks very impressive. Everything is well organized. It captures your experience very well.

Thank you. I have worked really hard on it. I put a lot of effort into it.

7. I love those curtains/drapes in your living room. They let the light in very well.

Thanks. I sew/made them myself.

8. What a beautiful backyard! The landscaping is gorgeous. Did you take care of it yourself? You must have a green thumb.

Thank you. I did it by myself. I love the outdoors/gardening.

**Page 262 Using Courtesy Expressions (Audio 3.3)**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_3/Audio3.3.mp3>

Lynn: Hi, Julie. \_How’s it going\_\_\_\_\_\_\_?

Julie: \_Pretty good\_\_\_. How about you?

Lynn: \_Not bad\_\_.

Julie: Listen, \_Thanks so much for\_\_ referring me to Lorraine Holt. I met with her yesterday and she was very impressed with my resumé!

Lynn: It was \_my pleasure\_\_\_\_\_\_\_\_. I was \_happy to do it\_.

Julie: She’s going to pass my resumé on to someone else she knows who is hiring right now.

Lynn: \_That’s wonderful\_\_, Julie!

Julie: I’ll let you know what happens.

Lynn: Great. I hope you get the job. By the way, how is your cat doing?

Julie: Oh, poor Tiger. He got to the point where he wasn’t eating or drinking so we had to put him to sleep.

Lynn: Oh, Julie, \_I’m so sorry\_\_\_. Tiger was a wonderful cat.

Julie: Yes, he was. I miss him so much. Anyway, I \_should get going\_. Mark is picking me up and he’s probably in the parking lot. \_Thanks again\_\_ for your help.

Lynn: \_Don’t mention it\_\_.

Julie: \_Have a great weekend\_\_.

Lynn: \_You too\_.

Julie: Bye.

Lynn: Bye.

**Greetings and Responding to Greetings**

* How’s it going
* How about you?/And you?/’d you?
* Pretty good
* Not bad
* I’m ok/fine/great/doing well
* No complaints

**Expressing Thanks and Responding to “Thank You”**

* Thanks so much
* Thanks again
* Appreciate it/I really appreciate your…
* (It’s) my pleasure
* Don’t mention it
* You’re welcome
* Not at all
* No worries
* Any time

**Respond to Good News/Bad News**

* I am so/very/terribly sorry to hear…/so sorry for your loss …
* My condolences to you and your family
* Please accept my deepest sympathies to you and your family
* My prayers are with you…
* That’s wonderful
* Congratulations/Congrats
* I am happy to…

**Saying Goodbye / Signal End of Conversation**

* I should get going/I have to go/
* Thanks again for
* Have a great weekend/you too

**Signposts**

* Listen
* By the way
* Anyway
* Well
* So

**Exercise**

Role play the following conversations.

* greeting/small talk
* 2 topics
* End the conversation
* greetings/respond to greetings
* Ask questions
* Give compliments
* Signposts
* Ending

**Situation 1**

Student A

You have just returned to work after a vacation that didn’t go well. Have a conversation with your

colleague describing what happened (make up some details). Thank your colleague for finishing

a report for you while you were away.

Student B

Greet your colleague who has just returned from a vacation. Have a short conversation. Signal the end of the conversation. Say goodbye.

**Situation 2**

Student A

Knock on your neighbour’s door. Exchange greetings. Offer your neighbour some tulips from your garden. When asked, explain that your husband’s health worsened over the winter and he is now living in a nursing home. Signal the end of the conversation. Say goodbye.

Student B

Your neighbour knocks on your door. Exchange greetings. Inquire about your neighbour’s husband who has been ill.

**Elevator Pitch**

* Short professional introduction of yourself
* Concise

**Included:** name, years of experience, key responsibilities, areas of expertise, hard and soft skills, education, certification

**Not included:** hobbies, country of origin, age, how long in Canada

**Example 1**

My name is Sultana Dagmar. I have seven years of experience in Customer Service. In my last job I managed a team of 14 representatives. My background includes working in Fortune 500 companies as well as smaller companies. I have excellent communication and interpersonal skills. I am very organized and have strong abilities to coordinate projects making sure deadlines are met.

**Example 2**

My name is Ihsad Amir. I have three years’ experience as an accountant in a small public firm, where I was responsible for a range of duties from generating income statements and balance sheets to assisting the controller with preparation of financial statements. I also have a degree in accounting from University of Toronto and I am a certified general accountant. I am reliable and detail-oriented.

**Homework**

Assignment: Elevator Pitch