Module:
Workplace Communication

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Lesson:

Workplace Expectations

GOALS
In this lesson you will:

• Read a work schedule
• Read and write on a time sheet
• Know what clothing and behavior is good for work

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# NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>expectations</td>
<td>what people think should happen</td>
</tr>
<tr>
<td>schedule</td>
<td>the times and days you work</td>
</tr>
<tr>
<td>days off</td>
<td>the days you don’t work</td>
</tr>
<tr>
<td>time sheet</td>
<td>a paper showing the times you worked</td>
</tr>
<tr>
<td>signature</td>
<td>write your name to show you agree to something</td>
</tr>
<tr>
<td>culture</td>
<td>the beliefs of groups of people</td>
</tr>
<tr>
<td>rude</td>
<td>speaking or acting bad</td>
</tr>
<tr>
<td>eye contact</td>
<td>looking at a person’s eyes.</td>
</tr>
<tr>
<td>dress code</td>
<td>things you can wear at work.</td>
</tr>
<tr>
<td>appropriate</td>
<td>good to do or talk about</td>
</tr>
</tbody>
</table>
SCHEDULES AND TIME SHEETS

ACTIVITY: Work Schedule

Look at this work schedule:

<table>
<thead>
<tr>
<th></th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ali</td>
<td>10 – 2</td>
<td>10 – 2</td>
<td></td>
<td></td>
<td>10 - 2</td>
<td>10 - 2</td>
<td>10 – 2</td>
</tr>
<tr>
<td>Sahra</td>
<td>12 – 8</td>
<td>12 – 8</td>
<td>2 – 8</td>
<td>2 – 8</td>
<td>2 - 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ken</td>
<td>10 – 2</td>
<td>10 – 2</td>
<td></td>
<td>2 - 8</td>
<td>2 – 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lupe</td>
<td>1 – 6</td>
<td>1 – 6</td>
<td>1 - 6</td>
<td>1 - 6</td>
<td>1 - 6</td>
<td>1 – 6</td>
<td></td>
</tr>
</tbody>
</table>

Match:

Tue  Thurs  Mon  Fri  Wed  Sun  Sat

Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Questions:

1. Who works on Tuesday? _________ and _________.

2. How many hours does Ali work in one week? _____ hours.

3. What time does Ken work on Saturday? From ___ to ___.

4. When are Lupe’s days off? _________and _________.

Lesson: Workplace Expectations
Beginning Level
ACTIVITY: Time Sheets and Work Logs

At work, you write down when you worked. You use a time sheet.

TIME SHEET

Employee name: Ken Liu  Job title: Janitor

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>BREAKS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon. 6/15/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tue. 6/16/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wed. 6/17/20</td>
<td>10 am</td>
<td>2 pm</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Thurs. 6/18/20</td>
<td>10 am</td>
<td>2 pm</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Fri. 6/19/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sat. 6/20/20</td>
<td>2 pm</td>
<td>8 pm</td>
<td>4:30-5 pm</td>
<td>5.5</td>
</tr>
<tr>
<td>Sun. 6/21/20</td>
<td>2 pm</td>
<td>8 pm</td>
<td>4:30-5 pm</td>
<td>5.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TOTAL: 19</td>
</tr>
</tbody>
</table>

Employee Signature: Ken Liu

Supervisor Signature: Alya Nuur
Draw a line from the QUESTION to the ANSWER:

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>ANSWERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is working?</td>
<td>5.5 hours</td>
</tr>
<tr>
<td>What is his job?</td>
<td>Alya Nuur</td>
</tr>
<tr>
<td>Saturday he worked…</td>
<td>Ken Liu</td>
</tr>
<tr>
<td>This week he worked…</td>
<td>his name</td>
</tr>
<tr>
<td>What is after “Employee Signature”?</td>
<td>19 hours</td>
</tr>
<tr>
<td>Who is his supervisor?</td>
<td>Janitor</td>
</tr>
</tbody>
</table>
ACTIVITY: Class Time Sheet

Write a time sheet for this class.

Student name: __________________________________________________________

Teacher name: _________________________________________________________

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>BREAKS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL:

Student Signature: _______________________________________________________

Teacher Signature: _______________________________________________________
WORKPLACE CULTURE

ACTIVITY: In My Country, In the U.S.

Think about your country and the U.S.

Write "Yes" or "No"

<table>
<thead>
<tr>
<th>Activity</th>
<th>My Country</th>
<th>The U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being on time is good</td>
<td></td>
<td></td>
</tr>
<tr>
<td>It’s ok to be late</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Women stay at home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Men work, and women take care of kids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eye contact is good</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t touch people you don’t know</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You kiss when you say hello</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You shake hands when you meet someone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You should shower every day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## ACTIVITY: What is Good at Work?

Do you need to…?

- come on time?
- wear clean clothes?
- ask questions?
- have a car?
- smile and be friendly?
- wear perfume?
- give your boss gifts?
- work in a team?
- pass a drug test?
- tell the truth if you make a mistake?

<table>
<thead>
<tr>
<th>YES</th>
<th>MAYBE, SOMETIMES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎉</td>
<td>🤔</td>
<td>😞</td>
</tr>
</tbody>
</table>
CLOTHING AT WORK

ACTIVITY: Clothing at Work

Look at the pictures.
What are their jobs?
Where do they work?
What clothes do they wear?
Dress Codes

Your job will have a **dress code**.

This is clothes that you can or can’t wear at work.

For example, wear closed-toed shoes:

![Closed-toe and Open-toe shoes]

Ali’s Story

Ali has a new job. He works at a warehouse. Workers need to wear long pants and closed-toe shoes.

On his first day, Ali wears jeans, a t-shirt, and sandals.

- Are Ali’s clothes good for work?
- Should Ali change his clothes?
- What will happen when he goes to work?
## WHAT IS APPROPRIATE?

### ACTIVITY: Being Late or Missing Work

What are good reasons to be late for work?

<table>
<thead>
<tr>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>So So</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

- *You woke up late.
- *Your car is broken.
- *There was a car accident.
- *You took your kids to school.
- *You took your son to the hospital.
- *The bus was late.
- *You didn’t see the time.
- *The weather is bad.
What are good reasons to miss work?

<table>
<thead>
<tr>
<th>Good</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Good, but you need 2 weeks’ notice</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Bad</th>
</tr>
</thead>
</table>

- You are sick.
- You are tired.
- You are cooking dinner for friends.
- Your brother is getting married.
- It’s snowing.
- You had a car accident.
- You are taking a vacation.
- You have a doctor’s appointment.
- Your father passed away.
WRAP-UP

Talk in a group:

▷ What is a schedule?
▷ What is a time sheet?
▷ What do you know about U.S. culture?
▷ What clothes are good for work?
▷ What are three good reasons to be late or miss work?
Lesson:

Phone Communication

GOALS
In this lesson you will:

• Learn phrases used in phone calls.
• Learn how to get ready for a phone call.
• Know how to make calls, leave messages, and return calls.
• Know what to say to your manager when you are sick.

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# NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>this is ______</td>
<td>I am ______</td>
</tr>
<tr>
<td>I’m calling for ______</td>
<td>I want to talk to ______</td>
</tr>
<tr>
<td>available</td>
<td>can to talk on the phone</td>
</tr>
<tr>
<td>call back</td>
<td></td>
</tr>
<tr>
<td>return a call</td>
<td>call someone later</td>
</tr>
<tr>
<td>get back to you</td>
<td></td>
</tr>
<tr>
<td>take a message</td>
<td>write down someone’s name and phone number</td>
</tr>
<tr>
<td>leave a message</td>
<td>Tell someone your name and phone number</td>
</tr>
<tr>
<td>please hold</td>
<td>wait on the phone</td>
</tr>
<tr>
<td>would [time] work for you?</td>
<td>is [time] good for you?</td>
</tr>
<tr>
<td>how about [time]?</td>
<td></td>
</tr>
<tr>
<td>I’m free after [time]</td>
<td>I can talk after [time]</td>
</tr>
</tbody>
</table>
**IN YOUR COUNTRY**

- In your country, how did you talk to people? (Phone? Email? Text message? Talking in person?)
- How did you talk to people you work with?
- How do you feel about:

<table>
<thead>
<tr>
<th></th>
<th>Bad. I can’t do it.</th>
<th>Not good. I don’t think I can do it.</th>
<th>Okay. I think I can do it.</th>
<th>Great! I can do it.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking in person?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaking on the phone?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Writing a text message?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Writing an email?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MAKING A CALL

☐ Find a quiet place.
☐ Get paper and a pen.
☐ Say your name and why you are calling.
☐ Speak slowly and clearly.
☐ Write down information.

Example

“Hello, this is ______ .
I am calling for ______ about ______ .”

Alya Noor is making a call.

She wants to talk to Fatima Ali.

She wants to talk about getting a cleaning job.

She says:

“Hello, this is Alya Noor.
I’m calling for Fatima Ali about the cleaning job.”
ACTIVITY: Making a Call

You are making a call.

You want to talk to Emily Grant about your work schedule.

What would you say?

"Hello______________________________________"
ANSWERING THE PHONE

☐ Answer the phone. Say hello. Say your name
☐ If you are busy, ask to call back.

Example

A: Hello, this is Fatima Ali.
B: Hi, this is Alya Noor. I’m calling about the cleaning job.
A: Hi, Alya. I’m sorry, but I can’t talk right now. Can I call you back in 15 minutes?
B: Ok, thank you.

ACTIVITY: Answering the Phone

Practice with a partner.

A: Hello, this is ________.
B: Hi, this is ________. I’m calling about ________________.
A: Hi, ________. I’m sorry, but I can’t talk right now. Can I call you back ________________?
B: Okay, thank you.
VOICEMAIL

☐ Record your voice mail message on your phone.

☐ If you call someone and they don’t answer the phone, leave a voice message. Tell them your name, phone number, and why you called.

☐ Call one time and leave a message. Don’t call again.

Your Voicemail Message

Hello, this is [name]. I’m sorry I missed your call. Please leave a message with your name and phone number, and I’ll call you as soon as possible. Thanks!

Leaving a Message

Hello, this is [name]. I’m calling about [why]. Please call me back. My phone number is [phone number]. Thank you!
ACTIVITY: Practice Leaving Messages

Practice with a partner.

<table>
<thead>
<tr>
<th>Person 1:</th>
<th>Person 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read the voicemail script.</td>
<td>Leave a message. You are calling about your days off.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Person 2:</th>
<th>Person 1:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read the voicemail script.</td>
<td>Leave a message. You are calling about your time sheet.</td>
</tr>
</tbody>
</table>
PHONE CONVERSATION
Read this short phone conversation with a partner.

Emily: *Hi, this is Emily.*
Alya: *Hello. Is Fatima available?*
Emily: *Sorry, she’s not here right now. Can I *take a message*?*
Alya: *Yes, can you ask her to *call me back*?*
Emily: *Yes. What is your name?*
Alya: *It’s Alya Noor. That’s A-L-Y-A N-O-O-R.*
Emily: *Thank you. What is your phone number?*
Alya: *It is 206-957-2029.*
Emily: *Okay. I wrote Alya Noor at 206-957-2029. Is that right?*
Alya: *Yes, that’s right.*
Emily: *Great, I’ll ask Fatima to *return your call*.*
Alya: *Thank you! Have a nice day.*
Emily: *Thanks! Bye.*

Questions
- Who is calling?
- Who do they want to talk to?
- Is Fatima there?
RETURNING A PHONE CALL

When you get a voicemail message, what do you do?

(a) Wait for the person to call again
(b) Do nothing
(c) Call the person back

When should you call back?

(a) Now
(b) One day
(c) One week

Example: Returning a Call

Hello, my name is [name]. I'm returning a call from [person who called you] about [why].

Someone called your phone and left this message:

“Hi, my name is Fatima Ali.

I’d like to talk with you about your application with Ace Cleaners.

Please give me a call back at (206) 123-4567. Thanks!”

Questions

▶ Who called?
▶ What is their company?
▶ Why did they call?
▶ What is their phone number?
ASKING FOR HELP

What do you do when you have a problem at work?

☐ For a small problem, fix it yourself. Later, tell your manager.
☐ For a big problem, talk to the manager. Ask for help.

Example

**Fatima:** Ace Cleaners, this is Fatima.

**Alya:** Hi Fatima, it’s Alya Noor.

I'm having a problem with the schedule. **What do I do?**

**Fatima:** What’s the problem?

**Alya:** I can’t see my schedule on the computer.

**Fatima:** Okay. I'll email you your schedule.

Can you come to the office? I can help you.

**Alya:** Okay, I'll come tomorrow morning.

**Fatima:** Great. See you then!

**Alya:** See you tomorrow.

Questions

▶ What is the problem?
▶ What will Fatima do?
## Useful Phrases

<table>
<thead>
<tr>
<th>Useful phrases</th>
<th>Your language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I ask you a question?</td>
<td></td>
</tr>
<tr>
<td>I have a question…</td>
<td></td>
</tr>
<tr>
<td>Can you help me with…?</td>
<td></td>
</tr>
<tr>
<td>I’m having a problem with…</td>
<td></td>
</tr>
<tr>
<td>What should I do?</td>
<td></td>
</tr>
</tbody>
</table>
CALLING IN SICK

What do you do when you are sick?

☐ You call your manager.

☐ Call 2 hours before you start.

☐ If a coworker is sick, the manager might ask you to work.

Example

Fatima: Ace Cleaners, this is Fatima.

Alya: Good morning Fatima, it’s Alya Noor.

Fatima: Hi, Alya! How are you?

Alya: I’m sick. Can I stay home?

Fatima: Oh, I’m sorry. When is your shift today?

Alya: I work from 1:00 to 5:00 PM.

Fatima: Ok. Someone can cover your shift. Take care.

Alya: Thank you

Questions

➤ What’s the problem?
➤ What will Fatima do?
➤ When do you think Alya called Fatima?
Example: Covering a Shift

Anna: Hi, this is Anna.
Fatima: Hi Anna, it’s Fatima.
Anna: Hi, Fatima!
Fatima: Alya called in sick today. Can you cover her shift?
Anna: Sure, I can do that.
Fatima: Great. Thanks!

Questions

▷ What does Fatima want?
▷ What will Anna do?

Useful Phrases Your Language
Can I take [day] off?

When is your shift?

I’m scheduled to work…

[Person] called in.

…cover [person’s] shift.
WRAP-UP

Talk with a group.

➢ Do you like talking on the phone?
➢ Do you have a voicemail message recorded on your phone?
➢ What are 3 useful phrases you can use in phone calls?
Lesson:

Email Communication

GOALS
In this lesson you will:

• Check your email inbox
• Write a good email
• Write a work email.
• Reply to an email

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NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>email address</td>
<td>use this to send messages online; <strong><strong>@</strong></strong>.com</td>
</tr>
<tr>
<td>username</td>
<td>the name you use on a website</td>
</tr>
<tr>
<td>password</td>
<td>secret numbers or words that let you into website or email</td>
</tr>
<tr>
<td>log in</td>
<td>type your username and password so you can use a computer or website.</td>
</tr>
<tr>
<td>compose</td>
<td>write an email</td>
</tr>
<tr>
<td>inbox</td>
<td>a list of messages from other people</td>
</tr>
<tr>
<td>sender</td>
<td>the person who sent you an email</td>
</tr>
<tr>
<td>recipient</td>
<td>the person you’re sending an email to</td>
</tr>
<tr>
<td>subject</td>
<td>what the email is about</td>
</tr>
<tr>
<td>send</td>
<td>write an email to someone</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY AND NOW

Talk in a group.

▷ Did you use email in your country?
▷ Do you use email now?
CHECKING YOUR INBOX

When you open your Inbox, you see a list of all your emails.

1. Sign into your account.
2. Type your **username**.
3. Type your **password**.
4. Click “Sign In,” and your **Inbox** will open.
5. The new emails will be on top.

### Questions

- What is a “read” email?
- What is an “unread” email?
6. Click on an email to open and read the message.

7. After you open the message, you can
   - **Reply** to the email
   - **Delete** the email
   - **Return** to the Inbox.
ACTIVITY: Check Your Email

Open your email on your phone or computer.

- Who was your last email from (Sender)?
- What was the Subject?

PARTS OF AN EMAIL MESSAGE

A good email has five parts:

- Subject: What is the email is about?
- Greeting: Say hello.
- Message: The main information
- Closing sentence: Say goodbye.
- Signature: Your name
ACTIVITY: Look at this Email

To: Mari Warsame<mari@unwr.org>
Subject: Request for Vacation

Hi Mari,

I need two days of vacation, June 22nd and 23rd. I’m going to visit my sister’s family.

Take care,

Susan

1. Who is the email to?
   - Name: ________________________________
   - Email: ______________________________

2. What is the subject? ________________________________

3. What is the greeting? ________________________________

4. What is the message? ________________________________

5. What is the closing sentence? ________________________________

6. What is the signature? ________________________________
WRITING A WORK EMAIL

1. Click **Compose**.

![Click “Compose”](image)

2. Type the email address you are sending **To**.

   **TIP:** Check the email address again. If you miss one letter or number, the email will not go to the right person.

3. Now write the **Subject**.

![All-Staff Meeting](image)
4. Write the **message** for your email. Start with a **greeting**.

5. Finish with a **closing sentence**, and **signature**

**Example**

Janet is telling workers about the meeting:

```
Hello Staff,

This is a reminder that there will be an All-Staff Meeting on Friday, June 27th. We will meet from 10:00 a.m. to 12:00 p.m. in the conference room.

Looking forward to seeing you,

Take care,

Janet Price
HR Director
```

6. Click on **Send** to send your email!
ACTIVITY: Good Words to Write

<table>
<thead>
<tr>
<th>Phrase</th>
<th>Greeting</th>
<th>Message</th>
<th>Closing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello Anni,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would like to ask for ______</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thank you,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dear Mr. Hamdi,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have a good day,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>See you later,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sincerely,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Could you please ______</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ACTIVITY: Write an Email

Write an email.

Ask the teacher for a day off from school.

Read the email to a partner.

Fix mistakes

Then write it on your phone or computer.
REPLY TO AN EMAIL

When you reply to an email, use greeting, message, closing and signature.

You don’t need a subject.

ACTIVITY: Reply to an Email

From: jobs@amazon.com
To: ___(write your email address)___
Subject: Job Interview
Date: June 17, 2020

Dear ___(your name)___,

Thank you for your job application for the warehouse position at Amazon. We are interested in scheduling an interview with you. Would you be available on Tuesday, June 30th at 11:00 a.m.?

Please let us know as soon as possible.

Best,

Ali Hassan
Write a reply.

- Say you will come to the interview.
- Ask for the office address.

To: jobs@amazon.com

Subject: Job Interview

Dear [Name],

[Body of the email]

[Request for the office address]

[Your name]
WRAP-UP
Do you have email?
Check your Inbox.
Do you have email you need to reply to?
Practice writing the reply message.

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
Lesson:
Communication with Coworkers

GOALS
In this lesson you will learn to:

• Talk at work
• Fix problems with coworkers
• Ask a supervisor for help

CONTENTS
New Words.......................................................... 44
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Appropriate Topics for Work ........................................ 45
Conflict Resolution ...................................................... 45
Ask a Supervisor for Help ............................................ 49
Ahmad’s First Job ...................................................... 50
Wrap-Up ..................................................................... 51
NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>non-verbal</td>
<td>not speaking</td>
</tr>
<tr>
<td>facial expression</td>
<td>the look on your face</td>
</tr>
<tr>
<td>appropriate</td>
<td>good to do or talk about</td>
</tr>
<tr>
<td>conflict</td>
<td>problem or fight</td>
</tr>
<tr>
<td>conflict resolution</td>
<td>fix a problem</td>
</tr>
<tr>
<td>emotion</td>
<td>happy, sad, angry</td>
</tr>
<tr>
<td>values</td>
<td>ideas you think are important</td>
</tr>
<tr>
<td>recognize</td>
<td>know about</td>
</tr>
<tr>
<td>calm</td>
<td>relaxed</td>
</tr>
<tr>
<td>point of view</td>
<td>a person’s opinion</td>
</tr>
<tr>
<td>solution</td>
<td>fix a problem</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY

Talk in a group.

- Did you have a job in your country?
- What did you talk about with coworkers?
- How did you talk with your supervisor?
- What did you do if you had a problem?
APPROPRIATE TOPICS FOR WORK

ACTIVITY: What Can I Talk About?

Work in a group. What is ok and not ok to talk about at work?

Write the words in the box.

<table>
<thead>
<tr>
<th>Weather</th>
<th>Your country</th>
</tr>
</thead>
<tbody>
<tr>
<td>A new movie</td>
<td>Money</td>
</tr>
<tr>
<td>Sports</td>
<td>Politics</td>
</tr>
<tr>
<td>News</td>
<td>Religion</td>
</tr>
<tr>
<td>Family</td>
<td>Age</td>
</tr>
<tr>
<td>Other workers</td>
<td>Travel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ok</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Sometimes Ok</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Not Ok</th>
</tr>
</thead>
</table>

CONFLICT RESOLUTION

Sometimes there is conflict at work.
Everyone has different ideas. Sometimes we disagree with each other. Sometimes it takes time to fix a conflict.
Good Conflict Resolution

1. If your coworker is angry, don’t also get angry.
   Stay calm.

2. Listen to the other person.
   Let them finish talking before you talk.

3. Respect your coworker.
   They may have different ideas.
   It could be a good idea.

4. Try to help them be calm.
   Say nice things.
   For example:
   “It sounds like you’re upset about no one fixing this problem. Is that right?”

5. If the coworker is too angry, walk away and find a supervisor.
ACTIVITY: What Will You Do?

Talk in a group. Circle your answers.

1. Your coworker calls you a bad name.
   a. Don’t listen.
   b. Ask them to stop.
   c. Yell at them.
   d. Tell your supervisor.

2. You work packaging. When you started your job, you told your supervisor that you can’t package meat because of your religion. Today your supervisor asks you to package meat.
   a. Tell your supervisor that it is ok.
   b. Tell your supervisor that they are rude.
   c. Quit your job.
   d. Tell your supervisor that this is against your religion.

3. Your coworkers speak a different language than you. You feel sad.
   a. Don’t talk.
   b. Ask them to speak English,
   c. Get angry and talk loudly in your language.
   d. Talk to the supervisor.
ACTIVITY: Your Experience
Talk in a group.
› Did you have conflict at a job before?
› What happened?

ASK A SUPERVISOR FOR HELP
How can you ask a supervisor for help?
• Schedule a time to talk.
• Write down what you want to say, and practice with a friend or family.
• Tell the supervisor the problem.
• Listen to what the supervisor says.
• Ask questions if you don’t understand.
• If the supervisor doesn’t listen, talk to someone in Human Resources.
AHMAD’S FIRST JOB

Ahmad has a new job.
He works in a warehouse at Amazon.
He stands for a long time and lifts heavy boxes.
Ahmad works very hard.
After six months, his back hurts.
He speaks with his supervisor.
He asks to have a different job.
The manager says all the warehouse jobs are lifting heavy boxes.
Ahmad tries to work for one more week.
His back still hurts.
He decides to quit his job.
He tells the supervisor he will work two weeks.
He looks for a new job.

Questions

- Is it okay that Ahmad quit?
- What did he tell the supervisor?
WRAP-UP

Talk in a group

▸ What will you talk to your coworkers about?
▸ If you have a problem at work, what will you do?
Lesson:

Workers’ Rights

GOALS

In this lesson you will:

• Know your rights as a worker
• Know how to stay safe at work
• Know what to do if you do not get your rights at work

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Resources .......................................................... 61
Wrap-Up ............................................................ 62
Lesson: Workers’ Rights
Beginning Level

## NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>rights</td>
<td>what every person should have, like water, food, a home</td>
</tr>
<tr>
<td>minimum wage</td>
<td>the smallest amount of money workers can be paid, by law</td>
</tr>
<tr>
<td>full time</td>
<td>working 40 hours a week</td>
</tr>
<tr>
<td>overtime</td>
<td>working more than 40 hours in a week and getting paid extra money</td>
</tr>
<tr>
<td>break</td>
<td>time to rest or eat food at work</td>
</tr>
<tr>
<td>leave</td>
<td>rime off work if you are sick or have a baby</td>
</tr>
<tr>
<td>benefits</td>
<td>healthcare or leave time from your job</td>
</tr>
<tr>
<td>hazard</td>
<td>something dangerous</td>
</tr>
<tr>
<td>file a complaint</td>
<td>tell an official group about a problem.</td>
</tr>
</tbody>
</table>
IN YOUR COUNTRY

Every has rights.
People have rights to a home and food to eat.
People have rights at work.
You have the right to work in a safe place.

Talk with a group.

- What rights do workers have in your country?
- What rights do you think workers should have?

KNOW YOUR RIGHTS

In Washington State, you have a right to:

- Be paid **minimum wage**.
- Be paid for **overtime** work.
- Have **breaks** for rest and for eating meals.
- Take **leave** if you or someone in your family is sick.
- Have a safe place to work.
- Get **benefits** if you are hurt or sick.
- Get Information about rights in a language you understand.
- Take action if you don’t get these rights.
ACTIVITY: Know the Numbers.

Fill in the blanks.

<table>
<thead>
<tr>
<th>$12.00</th>
<th>40</th>
<th>1.5</th>
<th>14</th>
<th>$15.75</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$7.25</td>
<td>41</td>
<td>30</td>
<td>10</td>
</tr>
</tbody>
</table>

1. The minimum wage in Seattle is ______ per hour.

2. The minimum wage in Washington State is ______ per hour.

3. The minimum wage in the U.S. is ______ per hour.

4. Full-time work is ______ hours a week.

5. Overtime work is more than ______ hours a week.

6. If you work overtime, you should get paid ______ times your normal hourly pay.

7. In Washington State, for an 8-hour workday, you get one _____-minute lunch and two _____-minute breaks.

8. Children must be at least ____ years old to work.

9. Paid Sick Leave in Washington State means you can stay home when you are sick and get paid. When you work 40 hours, you get _____ hour of paid sick time.
Answers

1. $15.75  
2. $12.00  
3. $7.25  
4. 40  
5. 41  
6. 1.5  
7. 30, 15  
8. 14  
9. 1

YUSSRA’S WORK

Yussra works at a restaurant in Seattle.

Yussra works full-time.

She is paid $11.00 per hour.

Yussra works 8 hours a day, Monday to Friday.

Last Tuesday, she worked 10 hours.

On Wednesday, work stopped for 4 hours because the power was out.

Yussra filled out her time card, plus 2 extra hours on Tuesday.

She got her weekly paycheck.

She was paid for a total of 40 work hours for the week.

Question

What is the problem?

(a) Overtime pay
(b) Break time
(c) Paid leave
(d) Minimum wage
(e) There are no problems
Answers

(a) Overtime pay – PROBLEM!
When you work more than 40 hours in a week, you get overtime pay. This 1.5x your normal pay.

(b) Break time – NO PROBLEM

(c) Paid leave – NO PROBLEM

(d) Minimum wage – PROBLEM!
The minimum wage in Seattle is higher than $11.00 per hour.

Question

▷ What should Yussra do to fix the problems?
WORKPLACE SAFETY

Talk in a group.

- Is this a safe place to work?
- What does the worker need?
- Who can keep him safe?
Types of Job Hazards

- Clothing
- Tools
- Chemicals

Discuss

- What are clothing, tools, and chemicals?
- Why are they dangerous sometimes?

Safety Strategies

- Safety gear
- Safe clothing

Discuss

- What do you see in the picture?
- What safety gear do people use at work?
- What clothing is safe at work?
ACTIVITY: Workers’ Stories

Fatuma’s Story
Fatuma works at a bakery.
She makes bread in a big machine.
She wears a scarf on her head every day.
The supervisor tells Fatuma that she can’t wear any loose clothing.

Question
➢ What is the problem?
➢ How can Fatuma cover her head?

Ken’s Story
Ken is a janitor.
He uses different chemicals to clean an office building.
Ken gets a bad headache every time he cleans.
He talks to his supervisor about the chemicals he uses.

Question
➢ What is the problem?
➢ What can his supervisor do to fix the problem?
RESOURCES
If you have a problem at work,

• Talk to your supervisor or someone from Human Resources
• If they don’t help, file a complaint with a government agency

SAFETY problem:
File a complaint with the Division of Occupational Safety and Health (DOSH).

• Call 1-800-423-7233.
• Online: https://lni.wa.gov/workers-rights/workplace-complaints/safety-complaints

RIGHTS problem:
File a complaint with the Department of Labor and Industries (L&I).

• Visit an L&I office
• Fill out a form online: https://lni.wa.gov/workers-rights/workplace-complaints/worker-rights-complaints
WRAP-UP

Talk in a group

➤ What are three rights you have as a worker?
➤ Are there any safety problems at your work?
➤ If there is a safety problem at your work, what can you do?