Module:

Workplace Communication

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Lesson:

Workplace Expectations

OBJECTIVES

In this lesson you will:

• Learn to read a work schedule
• Learn to read and record your hours on a time sheet
• Know what clothing and behavior is appropriate 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 you work</td>
</tr>
<tr>
<td>days off</td>
<td>the days you do not work</td>
</tr>
<tr>
<td>time sheet</td>
<td>a paper used to write when you worked</td>
</tr>
<tr>
<td>signature</td>
<td>your name, used to show you agree to something</td>
</tr>
<tr>
<td>culture</td>
<td>the beliefs and actions of groups of people.</td>
</tr>
<tr>
<td>rude</td>
<td>speaking or acting badly towards someone.</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 or can’t wear at work</td>
</tr>
<tr>
<td>appropriate</td>
<td>good to do or talk about in a place or situation</td>
</tr>
</tbody>
</table>
SCHEDULES AND TIME SHEETS

ACTIVITY: Work Schedule

Your schedule tells you when you need to be at work.

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>10 - 2</td>
<td>10 – 2</td>
<td>10 – 2</td>
<td></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></td>
<td>10 – 2</td>
<td>10 – 2</td>
<td>2 – 8</td>
<td>2 – 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lupe</td>
<td></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>

Matching

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
Low Intermediate Level
ACTIVITY: Time Sheets and Work Logs

At work, you might need to write down **when you worked**. 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>4</td>
</tr>
<tr>
<td>Thurs. 6/18/20</td>
<td>10 am</td>
<td>2 pm</td>
<td>4</td>
<td>4</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>
</tbody>
</table>

**TOTAL:** 19

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>1. Who is working?</td>
<td>5.5 hours</td>
</tr>
<tr>
<td>2. What is his job?</td>
<td>Alya Nuur</td>
</tr>
<tr>
<td>3. Saturday he worked…</td>
<td>Ken Liu</td>
</tr>
<tr>
<td>4. This week he worked…</td>
<td>Ken’s name</td>
</tr>
<tr>
<td>5. What is after “Employee Signature”?</td>
<td>19 hours</td>
</tr>
<tr>
<td>6. Who is his supervisor?</td>
<td>Janitor</td>
</tr>
</tbody>
</table>
ACTIVITY: Class Time Sheet

Write a time sheet for this class. Write your information every day you come to 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>
<tr>
<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.**

Different countries have different cultures. Things that are normal in your country might be rude or bad here. It is important to know about cultural differences for work. Think about what is true in your country and America, and write ”Yes” or ”No” in the spaces below:

<table>
<thead>
<tr>
<th></th>
<th>My Country</th>
<th>The U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being on time is important</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 important</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You should not 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>It’s important to shower every day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**ACTIVITY: What is Important 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><strong>YES</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>😊</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MAYBE, SOMETIMES</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>NO</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>😞</td>
<td></td>
</tr>
</tbody>
</table>
CLOTHING AT WORK

ACTIVITY: Discussion

Look at the clothing these workers are wearing. What are their jobs? Where do they work? Why is their clothing important?

Talk about your ideas.
Your job will have a **dress code**. This is a list of things that you can or can’t wear at work.

Many dress codes say:

- Wear closed-toe shoes
- Wear clothes that are clean and neat
- Wear long pants or skirts
- Don’t wear loose clothing, like scarves or big necklaces
- Don’t wear strong perfume

**Ali’s Story**

Ali is starting a new job. He will work at a warehouse. The dress code is **casual**, but employees need to wear long pants and comfortable closed-toe shoes. Long hair should be tied back, and employees shouldn’t wear long jewelry.

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

- Are Ali’s clothes good for work?
- Should Ali change anything?
- What do you think 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>Appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Might be appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Not appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

You woke up late
Your car is broken
There was a car accident
You had to take your kids to school
You had to take your son to the hospital
The bus was late
You didn’t notice the time

TALK:
What are some other reasons you might be late? Are they appropriate?
What are good reasons to miss work?

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

<table>
<thead>
<tr>
<th>Appropriate, but you need at least 2 weeks’ notice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Not appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

**TALK:**
What are some other reasons you might miss work? Are they appropriate?
WRAP-UP

Discuss these questions:

- What is a schedule?
- What do you write on a time sheet?
- What did you learn about workplace culture in the US? Did anything surprise you?
- Why is clothing important at work?
- What are three good reasons to be late or miss work?
Lesson:

Phone Communication

OBJECTIVES

In this lesson you will:

- Learn common phrases used in phone calls
- Learn how to prepare 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>record</td>
<td>talk to a machine that saves your voice, so someone can listen to what you say later</td>
</tr>
<tr>
<td>this is [person]</td>
<td>I am [person]</td>
</tr>
<tr>
<td>I’m calling for [person]</td>
<td>I want to talk to [person]</td>
</tr>
<tr>
<td>available</td>
<td>not busy, able to talk on the phone</td>
</tr>
<tr>
<td>call [person] back</td>
<td>call someone again later</td>
</tr>
<tr>
<td>return a call</td>
<td>call someone again later</td>
</tr>
<tr>
<td>get back to [person]</td>
<td>call someone again later</td>
</tr>
<tr>
<td>take a message</td>
<td>write down a person’s name, phone number, etc. and tell someone else that they called</td>
</tr>
<tr>
<td>leave a message</td>
<td>tell someone your name, phone number, etc. so they can let someone else know that you called</td>
</tr>
<tr>
<td>please hold</td>
<td>please wait on the phone</td>
</tr>
<tr>
<td>take [day] off</td>
<td>not work on [day]</td>
</tr>
<tr>
<td>call out</td>
<td>call to say you can’t work</td>
</tr>
<tr>
<td>cover a shift</td>
<td>work for someone else who can’t work</td>
</tr>
</tbody>
</table>
IN YOUR COUNTRY

- In your country, how did you usually talk to people? (Phone? Email? Text message? Talking in person?)
- How do you usually talk to people you work with now?
- How do you feel about the activities below? Put a check in the box.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Bad. I can’t do this at all.</th>
<th>Not good. I don’t think I can do this.</th>
<th>Okay. I think I can do this.</th>
<th>Great! I can do this.</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

What should you do when you make a call?

- Find a quiet place to make your phone call
- Get a piece of paper and a pen or pencil
- Say your name and why you are calling
- Speak slowly and clearly
- Write down important information during the call!

Example: Starting a Call

“Hello, this is [name]. I am calling for [person you want to talk to] about [why you are calling].”

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?
ANSWERING THE PHONE

☐ Answer the phone, say hello, and say your name
☐ If you are busy, ask to call the person back. (Make sure you know their name and phone number!)

Example

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

ACTIVITY: Answering the Phone

Talk with a partner. Take turns reading A and B. Use your own ideas for the missing words.

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** a professional out-going 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 many times in one day.

---

**Voicemail Script**

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

---

**Leaving a Voicemail Message**

Hello, this is [your name]. I’m calling about [topic]. Please **call me back** at [phone number]. Thank you!
Example: Voice Mail Script and Message

Fatima (recorded): Hello, this is Fatima Ali. I’m sorry I missed your call. Please leave a message with your name and phone number, and I’ll get back to you as soon as possible. Thanks!

Alya: Hi Fatima, this is Alya Noor. I’m calling about the cleaning job. Please call me back at 206-957-2029. Thank you!

ACTIVITY: Practice Leaving Messages

Talk with a partner. Practice leaving voice mail messages.

<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 <strong>days off</strong>.</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 <strong>time sheet</strong>.</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: Okay. Can I have your name?

Alya: It’s Alya Noor. That’s A-L-Y-A N-O-O-R.

Emily: Thank you. And your phone number?

Alya: Two oh six, nine five seven, two zero two nine.

Emily: Okay, that’s Alya Noor at 206-957-2029.

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.

Discuss

➢ Who is calling?
➢ Who do they want to talk to?
➢ Who answered the phone?
➢ What will Fatima do?

Read the conversation with your partner again. Use your own information.
RETURNING A PHONE CALL

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

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

How soon should you return their call?

(a) Right away
(b) One day or sooner
(c) One week or sooner

Example: Returning a Call

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

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 do they want to talk to you?
- What would you say when you return their call?
ASKING FOR HELP

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

☐ For a small problem, try to fix it yourself. Later, tell your manager.

☐ For a big problem, talk to the manager. Ask for help.

Example: Help for a Problem

Fatima: Ace Cleaners, this is Fatima.

Alya: Hi Fatima, it’s Alya Noor. Can I ask a question?

Fatima: Of course.

Alya: I’m having a problem with the online schedule.

Fatima: What’s the problem?

Alya: I can’t see my schedule.

Fatima: Ok. I’ll email you a copy of your schedule for this week. Can you come to the office later this week? We can help you with the app.

Alya: Ok, I’ll come tomorrow morning.

Fatima: Great. See you then!

Alya: See you tomorrow.

Questions

› What problem does Alya have?
› What will Fatima do to help?
› What does Fatima ask Alya to do?
### Useful Phrases

Below are some useful phrases from the conversation. How do you say them in your language?

<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>

---

**Lesson: Phone Communication**  
**Low Intermediate Level**

ReWA
CALLING IN SICK

What do you do when you are sick?

☐ You need to call your manager as soon as possible
☐ Usually, you should call at least 2 hours before you start
☐ If a coworker is sick, the manager might ask you to work

Example: Calling in Sick

Fatima: Ace Cleaners, this is Fatima.
Alya: Hi Fatima, it’s Alya Noor.
Fatima: Hi, Alya! How are you?
Alya: Actually, I’m really sick. Can I take today off?
Fatima: Oh, I’m sorry to hear that. When is your shift today?
Alya: I’m scheduled to work from 1 to 5 PM.
Fatima: Okay. I’ll get someone to cover your shift. Take care.
Alya: Thank you.

Questions

▷ What does Alya want?
▷ What will Fatima do?
▷ What time do you think Alya called Fatima?
Example: Covering a Shift

Anna: Hi, this is Anna Li.
Fatima: Hi Anna, it’s Fatima.
Anna: Hi, Fatima! What can I do for you?
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?

Read the conversations again with a partner. Use your own information.

Below are some useful phrases from the conversations. How do you say them in your language?

<table>
<thead>
<tr>
<th>Useful phrases</th>
<th>Your language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I take (day) off?</td>
<td>____________________________</td>
</tr>
<tr>
<td>When is your shift?</td>
<td>____________________________</td>
</tr>
<tr>
<td>I’m scheduled to work…</td>
<td>____________________________</td>
</tr>
<tr>
<td>(Person) called in sick.</td>
<td>____________________________</td>
</tr>
<tr>
<td>…cover (person’s) shift.</td>
<td>____________________________</td>
</tr>
</tbody>
</table>
WRAP-UP
Discuss with a group.

- How do you feel about talking on the phone?
- Do you have a voicemail message recorded on your phone?
  Will you record a message after this?
- What are 3 useful phrases you can use in phone calls?
Lesson:

Email Communication

OBJECTIVES
In this lesson you will:

• Learn how to check your email inbox and read email
• Learn about a good email
• Practice writing a work email.
• Learn how to 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>your electronic address: <strong><strong>@</strong></strong>.com</td>
</tr>
<tr>
<td>username</td>
<td>the first part of your email address (<em>before @</em>)</td>
</tr>
<tr>
<td>@</td>
<td>“at”, must be in every email address</td>
</tr>
<tr>
<td>password</td>
<td>a secret series of numbers and letters; like a key to a door</td>
</tr>
<tr>
<td>log in</td>
<td>type your username and password</td>
</tr>
<tr>
<td>compose</td>
<td>write an email</td>
</tr>
<tr>
<td>inbox</td>
<td>a list of emails other people sent to you</td>
</tr>
<tr>
<td>sender</td>
<td>the person who sent you the email</td>
</tr>
<tr>
<td>recipient</td>
<td>the person you are writing to</td>
</tr>
<tr>
<td>subject</td>
<td>the reason for the email</td>
</tr>
<tr>
<td>signature</td>
<td>your name and contact information</td>
</tr>
<tr>
<td>send</td>
<td>takes email from one person to another</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY AND NOW

Work with a small group and discuss these questions.

- Did you use email in your country? For work?
- Who did you get emails from?
- How often do you use email now? On your phone or on a laptop?
- Who do you receive emails from?
- Who do you send emails to?
CHECKING YOUR INBOX

Every day you may get many emails. Email is one of the most common ways to send information and write messages about a job.

When you open your Inbox, you will see a list of all your emails. There might be a lot of them! It is good to learn which emails are important, and which emails need a reply. Notice the newest emails, and notice who the email is from.

1. Sign into your account: type username and password.
2. After you click Sign In, your Inbox will open.
3. All the Unread emails will be in **Bold** letters. The newest emails will be at the top of your Inbox.
4. The **Date** when the email came is on the far right.
5. Look at the name of the **Sender** (who is it from?), and the **Subject** (what is the email about?).

![Image of email inbox with highlighted sender, subject, date, read, and unread emails]
6. Click on an email to open and read the whole message.

![Email message example]

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

Open your email on your phone or laptop. Share with a partner:

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

**PARTS OF AN EMAIL MESSAGE**

Let’s look at the parts of an email message. Even though it’s a simple form of communication, a **good** email has several components which should be included.

A good email should include:

- **Subject**: What is the email is about?
- **Greeting**: Say hello.
- **Message**: The main information.
- **Closing sentence**: Say goodbye.
- **Signature**: Your name
ACTIVITY: Identify each part

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

Hi Mari,

I would like to request two days of vacation, June 22nd and 23rd. I'm going to visit my sister’s family in Spokane.

Thank you, and take care,

Susan

1. Who is the email to?
   Name: ___________________________________________
   Email: ___________________________________________

2. What is the subject of the email? _________________________

3. What is the greeting? _________________________________

4. What is the message? _________________________________

5. What is the closing sentence? ___________________________

6. What is the signature? _______________________________
COMPOSING AN EMAIL

Compose is another word for “write.” There are many reasons to write an email for work. You may need to ask for time off from your supervisor or ask for a job application at a new company.

1. The first step is to click “Compose.”

2. Next, type the email address you are sending To, and the Subject. The subject should be short and clear. Don’t write the message in the Subject. Click in the empty space under Subject.

   **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 message for your email. Start with a greeting, then the reason you are writing the email.

4. Finish with a closing sentence, and a closing phrase with your signature (your name).

5. Click Send to send your email.
ACTIVITY: Useful Phrases for Email

Look at each phrase and decide if it’s part of the Greeting, Message, or Closing.

<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>Hope to hear from you soon.</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>
<tr>
<td>Best wishes,</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ACTIVITY: Write an Email

Write an email in the space below.

Ask the teacher for a day off from school. Don’t forget to include:

- The date you want off.
- The reason you can’t come to school.

When you are finished, practice reading the email out loud to a partner. Make corrections. Then write it on your computer or phone.
REPLY TO AN EMAIL

When you reply to an email, you should include all the same components, except you won’t need a subject. Your reply email will keep the same subject as the original email.

ACTIVITY: Reply to an Email

You received this email about a job interview.

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 to the email

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

To: jobs@amazon.com

Subject: Job Interview

Dear [Name],

I appreciate the opportunity to interview for the position.

[Include any other relevant information]

Looking forward to the interview.

(your name)
WRAP-UP
Do you have email?
Look at your email Inbox.
Do you have any email that you need to reply to? Practice writing the reply message.
Lesson:

Communication with Coworkers

OBJECTIVES
In this lesson you will:

• Know what you can talk about at work
• Have ideas for how to solve problems with co-workers
• Know how to reach out to a supervisor

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NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>non-verbal</td>
<td>not said with words, like hand gestures or facial expressions</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>disagreement or fighting</td>
</tr>
<tr>
<td>conflict resolution</td>
<td>ways to fix a disagreement</td>
</tr>
<tr>
<td>emotion</td>
<td>feelings, like happy, sad, angry</td>
</tr>
<tr>
<td>values</td>
<td>beliefs and ideas you feel are important</td>
</tr>
<tr>
<td>recognize</td>
<td>pay attention to or know about</td>
</tr>
<tr>
<td>calm</td>
<td>not angry or upset</td>
</tr>
<tr>
<td>point of view</td>
<td>a person’s opinion</td>
</tr>
<tr>
<td>solution</td>
<td>how a problem is fixed</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY

Discuss in small groups.

- Did you have a job in your country?
- What did you talk about with co-workers?
- What didn’t you talk about with co-workers?
- How did you interact with your supervisor?
- What did you do if you had a problem with a co-worker?
APPROPRIATE TOPICS FOR WORK

ACTIVITY: What Can I Talk About?

Work in a small group. Think about things that are ok and not ok to talk about at work in the U.S. Write the ideas in the right 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>

SAFE TOPICS: Usually okay to talk about

MIGHT BE SAFE: Sometimes okay to talk about

UNSAFE TOPICS: Usually not okay to talk about
CONFLICT RESOLUTION

No matter what our job is, there can be conflict. Everyone has different ideas, and sometimes they disagree. Some situations can be talked out immediately; some situations will take time and willingness to make better.

**Good Conflict Resolution**

1. If your co-worker is angry, stay calm! Don’t get upset or angry.
2. Listen to what the other person is saying.
3. Respect your co-worker. They may have a different idea than you. It could be a good idea.
4. Try to help them calm down. Sit and listen to them.

   Here is an example:

   “It causes a problem for you when I leave this door open. I will make sure to close it.”

5. If the co-worker is too angry or is saying mean things, you may want to walk away and find a supervisor.
ACTIVITY: What Would You Do?

Circle what you would do. Then talk together in a group. You may have different answers. Talk about why.

1. Your co-worker calls you a disrespectful name.
   a. Ignore it.
   b. Ask them to please stop
   c. Yell at them—they need to know that it is not okay.
   d. Ignore it until the end of your shift, then tell your supervisor that you won’t work with that person again.

2. You work in a food production company. When you applied for your job, you told your supervisor that you can’t work in the same room where meat is being processed. Today your supervisor asks you to work in the meat department.
   a. Tell your supervisor that it is okay.
   b. Tell your supervisor that they are being rude.
   c. Just quit—your supervisor should listen to you.
   d. Remind your supervisor that this is against your religion, and you would like to work in another department.

3. Your co-workers often speak and laugh together in a different language, and you feel left-out.
   a. Ignore them. They’re not saying anything important.
   b. Ask them to speak English, so you can understand.
   c. Get angry and start talking loudly in your language.
   d. Complain to the supervisor.
**ACTIVITY: Have you ever?**

Can you think of a time that there was conflict in your workplace, either in the U.S. or in your home country? How was it handled? How was it resolved?

Break into small groups and have a discussion

**TALKING TO A SUPERVISOR**

Every supervisor is different. It can be hard to come to a supervisor with a problem or concern, especially if you speak different languages.

In general it is good to follow your supervisor’s directions, unless they ask you to do something that makes you uncomfortable or unsafe. Whether it’s because of religious or personal reasons, it’s okay to say “no.” You do not have to do it, but it can help to explain your reason.

Some tips for talking to your supervisor:

- If possible, schedule a time to talk. Work is always busy, and it’s good to find a time when you won’t be interrupted.
- Write down what you want to say and practice with a friend.
- Ask questions if you don’t understand directions or what’s being said. And if you need to ask several times, it’s okay to keep asking until it’s clear.
- If the supervisor won’t listen, you can talk to someone in Human Resources.
AHMAD’S FIRST JOB

Ahmad gets his first job in the warehouse at Amazon. He needs to stand for many hours and lift heavy boxes.

Ahmad works very hard, but after six months, his back starts to hurt. He speaks with his manager. He asks if he can have a different job. The manager says that all the warehouse jobs include heavy lifting.

Ahmad tries to work for one more week. His back is not better.

He decides he must quit this job. He tells the supervisor he will stay two weeks and starts looking for a new job.

Discuss

- Is it okay that Ahmad left his job?
- What did he tell the supervisor?
- What would you have done in this situation?

WRAP-UP

Think about your job or the job will have in the future.

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

OBJECTIVES
In this lesson you will:

• Know your rights in the workplace
• Know how to stay safe at work
• Know what to do if you do not get your rights at work

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### NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>rights</td>
<td>things every person should have, like water, food, a home, health care or a safe place to work</td>
</tr>
<tr>
<td>minimum wage</td>
<td>the smallest amount of money per hour workers can be paid, by law</td>
</tr>
<tr>
<td>full time</td>
<td>working 40 hours in 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>time off work; for example, if you are sick</td>
</tr>
<tr>
<td>benefits</td>
<td>money or something extra (like health care or time off) from your employer</td>
</tr>
<tr>
<td>hazard</td>
<td>something dangerous, something that could hurt you</td>
</tr>
<tr>
<td>file a complaint</td>
<td>tell an official group about a problem</td>
</tr>
</tbody>
</table>
IN YOUR COUNTRY

Rights are things that all people should be able to have. For example, people should have the right to a safe place to live, and enough food to eat.

People also have rights at work. For example, you have the right to work in a safe place, where you will not get hurt.

Discuss

▷ 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 at least minimum wage (the smallest amount you can be paid, according to the law).
• Be paid for overtime work (working more than full time).
• Breaks for rest and for eating meals.
• Take leave (time off work) if you or someone in your family is sick.
• A safe and healthy place to work.
• Benefits if you are hurt or sick because of your work.
• Information about rights in a language you understand.
• Take action if you aren’t given these rights.
ACTIVITY: Write the Missing Numbers

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

In 2020…

1. The minimum wage in Seattle was ______ per hour.
2. The minimum wage in Washington State was ______ per hour.
3. The minimum wage in the USA was ______ 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 and Safe Time in Washington State means you can stay home when you are sick and get paid. When you work 40 hours, you should get ______ hour of paid time off.

Discuss

These numbers are from 2020. Are they the same now? What are the new numbers?
Yussra’s Work

Yussra works at a restaurant in downtown Seattle. She has worked full-time since last July. She is paid $11.00 per hour.

Yussra usually works 8 hours a day, Monday to Friday. Last Tuesday, it was very busy. Her boss asked her to stay late, and she worked 10 hours. On Wednesday, work was stopped for 4 hours because the power was out. Monday, Thursday, and Friday were normal.

Yussra filled out her timecard. She wrote down her 2 extra hours on Tuesday. She got her weekly paycheck. She was paid for a total of 40 work hours for the week.

Questions

Are there any problems with Yussra’s work hours or pay?

(a) There’s a problem with overtime pay
(b) There’s a problem with break time
(c) There’s a problem with paid leave
(d) There’s a problem with 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. Your employer should pay your 1.5x your normal pay. Yussra usually makes $11.00 per hour, so she should be paid $16.50 per hour for her two hours of overtime.

(b) Break time – NO PROBLEM

When you work 4 hours in a shift, you get a 10-minute paid rest break. When you work more than 5 hours in a shift, you get a 30-minute unpaid meal break.

(c) Paid leave – NO PROBLEM

In Washington state, for every 40 hours you work, you get 1 hour of paid time off.

(d) Minimum wage – PROBLEM!

The minimum wage in Seattle is higher than $11.00 per hour. Yussra’s employer needs to pay her at least minimum wage.

What is the minimum wage in your city now? ______

Discuss

What should Yussra do to fix the problems?
WORKPLACE COMMUNICATION

WORKPLACE SAFETY

Discuss with a group.

> What does a healthy and safe workplace look like?
> Is this a safe place to work?
> Why is it dangerous?
> What does the worker need to be safe?
> Who needs to change things to keep him safe?
Types of Job Hazards

- Clothing
- Equipment
- Chemicals

Discuss

- What are clothing, equipment, and chemicals?
- Why are they dangerous sometimes? What safety problems can they cause?

Safety Strategies

- Safety gear
- Safe clothing

Discuss

- What safety gear do you see in the picture?
- What other safety gear do people use at work?
- What kind of clothing is safe at work?

It is your employer’s job to make your workplace safe. They should give you safety gear if you need it. If something in your workplace is not safe, they need to fix it.
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 to work.

Discuss
- What is the safety problem?
- Does Fatuma have to stop wearing a scarf?
- How can she cover her head at work?

Ken’s Story
Ken works as a janitor. He uses different chemicals to clean the floors, desks, and bathrooms in an office building. Ken gets a bad headache every time he cleans the bathrooms. He talks to his supervisor about the cleaning chemicals he uses in the bathroom.

Discuss
- What is the safety problem?
- What can his supervisor do to fix the problem?
If you have a problem at work, what should you do?

- Talk to your supervisor or employer. Ask them to fix the problem.
- If many employees have the same problem, you can talk to your employer together.
- If your employer doesn't fix the problem, you can file a complaint with a government agency.

If you have a problem with SAFETY at your work:

- In Washington State, you file a complaint with the Division of Occupational Safety and Health (DOSH).
- You can call 1-800-423-7233 or use the form on their website at: https://lni.wa.gov/workers-rights/workplace-complaints/safety-complaints
- You don't have to tell them your name.
- You can ask a case manager or other representative to contact them for you.

If you have a problem with your RIGHTS at work:

- In Washington State, you file a complaint with the Department of Labor and Industries (L&I).
- You can visit an L&I office, download and print the form, or fill out the form online at: https://lni.wa.gov/workers-rights/workplace-complaints/worker-rights-complaints
- You do need to tell them your name and give information about the problem.
- It is against the law for your employer to do anything bad to you (for example, fire you or change your work schedule) because you filed a complaint.
WRAP-UP
Discuss with a group.

➢ What are three rights you have as a worker?
➢ Are there any safety problems at your work? If you don’t work now, were there any safety problems at your last job?
➢ If there is a safety problem at your work, what can you do?