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Erasmus+ Programme  
of the European Union

## MODULE 1: ENGLISH FOR SPECIFIC PURPOSES (SPECIAL NEEDS AND DISABILITY)

### LESSON 4 WORKING SKILLS

Words and phrases	Transcription	Definition	Translate into your own language
<b>leader</b>	/ˈliːdə(r)/	someone who is responsible for or in control of a group, organization, country etc	
<b>adaptable</b>	/əˈdæptəb(ə)l/	people can change their behaviour or ideas easily in order to deal with new situations	
<b>Responsible</b>	/rɪˈspɒnsəb(ə)l/	answerable or accountable, as for something within one's power, control, or management	
<b>Neat</b>	/ni:t/	carefully arranged and looking nice	
<b>promotion</b>	/prəˈməʊʃ(ə)n/	a move to a higher level in a company, institution, or sport	
<b>Shy</b>	/ʃaɪ/	nervous and embarrassed in the company of other people, especially people who you do not know	
<b>employees</b>	/ɪmˈplɔɪiː/	someone who is paid regularly to work for a person or an organization	
<b>get along</b>	/get əˈlɒŋ /	if people get along, they like each other and are friendly to each other	
<b>part-time</b>	/pɑː(r)t taɪm /	done for only part of the time that an activity is usually performed	

<b>figur out</b>	/ˈfɪgə(r) aʊt /	to be able to understand something or to solve a problem	
<b>(to be) on time</b>	/ɒn taɪm /	arriving at the correct time and not late	
<b>go on</b>	/gəʊ ɒn /	to continue happening or doing something as before	
<b>Creativity</b>	/ˌkriːɪˈtɪvəti/	the ability to create new ideas or things using your imagination	
<b>Energetic</b>	/ˌenə(r)ˈdʒetɪk/	an energetic person has a lot of energy and is very active	
<b>accurate</b>	/ˈækjʊrət/	correct or true in every detail	
<b>communicative</b>	/kəˈmjuːnikətɪv/	willing to tell things to other people	
<b>troubleshooter</b>	/ˈtrʌb(ə)lˌʃuːtə(r) /	someone whose job is to solve problems that an organization is having	
<b>enthusiastic</b>	/ɪnˌθjuːziˈæstɪk/	very interested in something or excited by it	
<b>supportive</b>	/səˈpɔː(r)tɪv/	helpful and sympathetic	
<b>co-operative</b>	/kəʊˈɒp(ə)rətɪv/	cooperative people are willing to do what you ask them	
<b>constructive</b>	/kənˈstrʌktɪv/	intended to be useful or helpful	
<b>motivated</b>	/ˈməʊtɪˌveɪtɪd/	enthusiastic and determined to achieve success	
<b>creative</b>	/kriˈeɪtɪv/	involving a lot of imagination and new ideas	
<b>(well-) organised</b>	/welˈɔː(r)ɡənaɪzd/	good planned carefully and involving many people	
<b>goal-oriented</b>	/ˈɡəʊl ˌɔːrientɪd/	focused on achieving results as quickly and efficiently as possible	
<b>independent</b>	/ˌɪndɪˈpendənt/	ruled by its own government, rather than controlled by another country	

<b>flexible</b>	<b>/ˈfleksəb(ə)l/</b>	able to make changes or deal with a situation that is changing	
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## Useful Vocabulary for an Interview

To describe your skills the following adjectives are useful

accurate	experienced	practical
active	fair	productive
adaptable	firm	reliable
adept	genuine	resourceful
broad-minded	honest	self disciplined
competent	innovative	sense of humor
conscientious	logical	sensitive
creative	loyal	sincere
dependable	mature	successful
determined	methodical	tactful
diplomatic	motivated	trustworthy
discreet	objective	
efficient	outgoing	
energetic	personable	
enterprising	pleasant	
enthusiastic	positive	

# Top 10 Employability Skills

1. Communication skills — Listening, speaking and writing. Employers want people who can accurately interpret what others are saying and organize and express their thoughts clearly.
2. Teamwork — In today's work environment, many jobs involve working in one or more groups. Employers want someone who can bring out the best in others.
3. Analytical and problem-solving skills — Employers want people who can use creativity, reasoning and past experiences to identify and solve problems effectively.
4. Personal management skills — The ability to plan and manage multiple assignments and tasks, set priorities and adapt to changing conditions and work assignments.
5. Interpersonal effectiveness — Employers usually note whether an employee can relate to co-workers and build relationships with others in the organization.
6. Computer/technical literacy — Although employers expect to provide training on job-specific software, they also expect employees to be proficient with basic computer skills.
7. Leadership/management skills — The ability to take charge and manage your co-workers, if required, is a welcome trait. Most employers look for signs of leadership qualities.
8. Learning skills — Jobs are constantly changing and evolving, and employers want people who can grow and learn as changes come.
9. Academic competence in reading and math — Although most jobs don't require calculus, almost all jobs require the ability to read and comprehend instructions and perform basic math.
10. Strong work values — Dependability, honesty, self-confidence and a positive attitude are prized qualities in any profession. Employers look for personal integrity.

# LESSON PLAN – Jobs, Skills And Qualities

Theme – Investigating The World Of Work

**CAREER SKILLS** – Career Exploration

**KEY SKILLS** - Communication, Working With Others, Improving Own Learning & Performance

**WORK RELATED LEARNING** – Learning For Work, Learning About Work

**COMPETENCIES** – \*ai, \*aii, \*aiii, \*bi, \*ci, \*cii, \*di, \*\*ei, \*\*eii, \*\*eiii, \*\*eiv, \*\*ev, \*\*evi, \*\*\*fiv, \*\*\*Iii, \*\*\*Iiv, \*\*\*kiv, \*\*\*kvi, \*\*\*\*li, \*\*\*\*mi, \*\*\*\*pi

**SUGGESTED SUBJECT AREA** – Personal Development, English, Social Studies, Business

## Learning Outcomes

By completing this task students will be able to:

- Understand the difference between skills and qualities.
- Relate skills and qualities to jobs.
- Discuss wider issues in the world of work such as age/gender.

## Preparation and Materials

- 2-3 sets of Vacancy Cards per group.
- A copy of the Activity Sheet “Jobs, Skills And Qualities” per group.
- Blackboard/flipchart and coloured chalk/pens.
- Students’ Action Plans (e.g. from the lesson plan My Action Plan) and any previous work on self assessment.

## Method

1. Put the students into group of 3 to 4.
2. Explain the aim of the lesson using the learning outcomes on the Activity Sheet. Refer back to previous work students have completed on self assessment and action planning.
3. Ask the students to recall what they had written in sections 1 and 2 of their Action Plans and to think about whether these were skills or qualities.
4. Lead a brainstorm asking for skills and qualities. Put these up on the blackboard/flipchart. When the brainstorm is finished ask the students to help select those which are skills and those which are qualities. Mark these by colour coding.
5. Give out the Activity Sheet and some Vacancy Cards to each small group.
6. Ask each group to examine one of their jobs vacancy cards and identify the skills and qualities required for the job. These should be written on the Activity Sheet.
7. Groups should exchange cards with other groups when they complete their batch.

8. Ask for feedback from the groups and compare responses and jobs in relation to skills and qualities.  
Amend the coding on the brainstorm in the light of the activity.
9. Ask the students what they have learned from the lesson.
10. Summarise the main learning outcomes.

#### **Extension Activity**

- Students could record the information on individual Activity Sheets.
- Students could review and update their Action Plans.

**Learning Outcomes:** By completing this task you will be able to:

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| <ul style="list-style-type: none"><li>• Understand the difference between skills and qualities.</li><li>• Relate skills and qualities to jobs.</li><li>• Discuss wider issues in the world of work such as age/gender.</li></ul> |
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### **ACTIVITY SHEET – Jobs, Skills And Qualities**

**Look at each Vacancy Card and identify the skills and qualities required for each job.**

Job title:	
Skills	Qualities

Job title:	
Skills	Qualities

Job title:	
Skills	Qualities

## VACANCY CARDS - Jobs, Skills And Qualities

<b>Vacancy:</b>	Construction Trainee	
<b>Location:</b>	Various sites in the area	<b>Age Required:</b> 16+
<b>Business:</b>	Construction	
<b>Duties:</b>	working as part of a team with a busy construction company. Training will be offered in the technical and practical aspects of bricklaying, Carpentry & Joinery, Plastering, Plant Mechanic/Operator and other specialist trades.	
<b>Training:</b>	Block release to for college training or on site training required for the position	
<b>Wages:</b>	salary range from \$16,048 - 43,860	
<b>Hours:</b>	8am to 5pm Monday to Friday	
<b>Qualifications:</b>	High School Diploma in Maths, English and geography preferred. Must enjoy working outdoors. Will be required to take CITB aptitude test.	

<b>Vacancy:</b>	Customer Services Trainee	
<b>Location:</b>	Industrial Estate	<b>Age Required:</b> 16-17
<b>Business:</b>	Builders Merchants	
<b>Duties:</b>	duties will include working in the stores' distribution and warehouse department. Eventually moving onto the office and administration section and finally to the sales counter. There will be some customer contact and telephone sales.	
<b>Training:</b>	In house training through the Builders Merchants Federation training program.	
<b>Wages:</b>	salary range \$14,977 - \$43,925 average =\$29,544	
<b>Hours:</b>	8am to 5pm Monday to Friday	
<b>Qualifications:</b>	High School Diploma in English, French, computers and business. Good communicator. Able to carry out simple calculations. Must have a friendly and cheerful disposition	

<b>Vacancy:</b>	Foundaiton Modern Apprenticeship Hairdressing	
<b>Location:</b>	Town Centre	<b>Age Required:</b> 16-17
<b>Business:</b>	Hair dressing	
<b>Duties:</b>	duties will include shampooing, colouring, blow drying and assisting the stylists.	
<b>Training:</b>	By the employer, plus day release to the local college for further training.	
<b>Wages:</b>	salary range \$6,007 - \$32,058 average = \$18,318	
<b>Hours:</b>	9 am to 5pm must work Saturdays. 1 hour lunch	
<b>Qualifications:</b>	High School Diploma in English, business preferred. Neat appearance, good communication skills, common sense and a keen interest in hairdressing.	

<b>Vacancy:</b>	Advanced Modern Apprenticeship Accounts	
<b>Location:</b>	City Centre	<b>Age Required:</b> 18+
<b>Business:</b>	Solicitors Practice	
<b>Duties:</b>	duties will involve mostly invoicing and purchasing ledger work.	
<b>Training:</b>	Day release to City Business College working towards diploma in business administration	
<b>Wages:</b>	salary range \$15,603 - \$42,138 average = \$28,941	
<b>Hours:</b>	9am to 5pm Monday to Friday	
<b>Qualifications:</b>	High School Diploma in Maths, business, keyboarding and English an asset. Ability to be accurate and attention to detail required.	



<b>Vacancy:</b>	Kennel Person	
<b>Location:</b>	Outskirts of the city	<b>Age Required:</b> 16-17
<b>Business:</b>	Kennels	
<b>Duties:</b>	All aspects of the care and welfare of dogs and cats. To include feeding, walking/exercise and cleaning/maintenance duties.	
<b>Training:</b>	By the employer.	
<b>Wages:</b>	\$7.50 an hour	
<b>Hours:</b>	8.30 to 4pm 5 day rota over 7 days	
<b>Qualifications:</b>	must be an animal lover and be prepared to work outdoors in all weather conditions.	

<b>Vacancy:</b>	Foundation Modern Apprenticeship catering/food service	
<b>Location:</b>	Town Centre	<b>Age Required:</b> 17 - 18
<b>Business:</b>	Restaurant	
<b>Duties:</b>	duties will include helping in the kitchen with food preparation, also waiting on tables in the restaurant.	
<b>Training:</b>	In house training given plus local college training in catering	
<b>Wages:</b>	salary range \$6,305 - \$26,552 average = \$15,077 (plus tips)	
<b>Hours:</b>	shifts - 5 days out of 7 on rota	
<b>Qualifications:</b>	Must be committed and hard working.	

<b>Vacancy:</b>	Foundation Modern Apprenticeship travel and tourism	
<b>Location:</b>	City Centre	<b>Age Required:</b> 17-18
<b>Business:</b>	Travel	
<b>Duties:</b>	Assisting customers making travel enquires - to include telephone work, using a computerized booking system and related clerical duties. Keeping brochures tidy and well stocked.	
<b>Training:</b>	In house training working towards travel and tourism/travel sales college course.	
<b>Wages:</b>	salary range \$12,002 - \$40,076 average = \$25,848	
<b>Hours:</b>	37 hours over five days (may include Sundays and Bank Holidays)	
<b>Qualifications:</b>	Must enjoy meeting people and have an interest in travel, high school diploma required Maths and English.	

<b>Vacancy:</b>	Motor Vehicle Foundation Modern Apprenticeship	
<b>Location:</b>	City Centre	<b>Age Required:</b> 16 +
<b>Business:</b>	Fast Fit Services	
<b>Duties:</b>	Fitting tyres, batteries, exhausts, lubricants, filters and suspension dampers. Liaising with customers	
<b>Training:</b>	training on site and at the company's training center, leading to a qualification in Automotive Service Technician.	
<b>Wages:</b>	salary range \$13,043 - \$50,027 average = \$31,919	
<b>Hours:</b>	First year 9am to 6pm Tuesday - Saturday. Second year 8am to 6pm Monday to Sunday (day off on rota)	
<b>Qualifications:</b>	Minimum of 2 subjects passed at high school or relevant motor trade experience	

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## Resources

1. <http://www.wqsb.qc.ca/mydestiny/lesson%20plans/lesson%20plans%209/lesson%20plan%2011%20-%20jobs,%20skills%20and%20qualities.doc>
2. <http://www.opportunityjobnetwork.com/job-resources/help/top-10-skills.html>
3. [https://www.liveworksheets.com/worksheets/en/English\\_as\\_a\\_Second\\_Language\\_\(ESL\)/Jobs\\_and\\_occupations/Jobs\\_and\\_occupations\\_-\\_drag\\_and\\_drop\\_yl20816yv](https://www.liveworksheets.com/worksheets/en/English_as_a_Second_Language_(ESL)/Jobs_and_occupations/Jobs_and_occupations_-_drag_and_drop_yl20816yv)