

New Web Site Helps Workers with Communication Skills

With funding from the Chinatown Trust Fund, AACA has created a new, interactive web site aimed at helping immigrant workers improve their communication skills with supervisors, customers and co-workers.

Called “Communicating at Work,” the web site is now available for anytime, anywhere learning at:

<http://aaca-boston.org/caw>

For many years, staff in the agency’s job training programs and higher level English classes have asked program graduates what they still need to be successful in mainstream American workplaces. Often, the responses have been, “I don’t know how to talk with my supervisor.” “How do I calm an angry customer?” “How can I make small talk with my American co-workers?” “How can I learn more idioms that I hear at work?” The content of the web site is the product of students’ feedback.

There are four sections which feature common workplace situations and dialogues. Students can also take quizzes and listen to idioms in each section.

Part One, called Getting Along at Work, helps learners make sure they understand instructions, shows them how to report progress and problems, how to make suggestions and what to do when they can’t be at work.

Part Two, Communicating on the Job, covers courtesy in person and on the phone, what to do when customers complain, taking instructions and direction, and understanding rules and warnings in the workplace.

Part 3 is called Work Culture. This section will help immigrant workers understand cultural differences and how to make small talk.

Part 4 concerns doing well at work and includes how to be a valued worker, asking for a raise or promotion, and learning about career opportunities.

We encourage you to take a look and tell others about it. Don’t forget to make sure your computer’s speakers are turned on.