

Using Communication Skills in a Workplace

1.1 Indicate tasks which need communication skills in the workplace:

Look at the pictures below, what type of communication is needed for each?
Choose from the drop-down options.



Sending an email



Job interview



Understanding signs



Making a shopping list



Watching tv



Looking at newspapers



Phone calls



Filling in a form

2.1 Indicate the communication skills needed for his/her job role in a workplace

Think about when you are in college or at home. Use the scenarios below and decide which skill they use.

Sending an email to my teacher	Watching a video in class	Asking a question in class	Receiving a text message from my teacher
Getting a letter from college	Ordering food at the college café	playing a voicemail from my teacher	Sending a birthday card to my friend

Writing Skills:

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Reading Skills:

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Speaking Skills:

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Listening Skills:

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2.2 Which skill do you need to improve most? Choose one.

Reading	Writing	Speaking	Listening
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2.3 How will you improve this skill? Write three sentences on how you will improve: eg. I will do all my homework.

3.1 / 3.2 Activities to develop your communication skills:

Writing:

You have a new house.

Write an email to a friend. Invite him/her to visit your new house.

Tell your friend:

- Where your house is
- When your friend can come

Write about 25 words.

[illegible]

Reading: Part 1 – take 15 minutes

Read this leaflet and answer the questions.

DALSTON SPORTS CENTRE
86 Kingsland High Street, London E9
020 8745 0826

Monday – Friday 07:00-21:00
Saturday 08:00-20:00
Sunday 11:00-20:00

1 month membership £15
1 year membership £150

Swimming pool
Saturday 10:00-12:00, swimming lessons
Sunday 16:00-18:00, age 60+
Wednesday 09:00-12:00, women only



1. Write the telephone number of the sports centre. (1 mark)
.....
2. How much is a year's membership? (1 mark)
.....
3. What time does the sports centre open on Sundays? (1 mark)
.....
4. What time does it close on Tuesdays? (1 mark)
.....
5. When is the swimming class? (1 mark)
.....
6. Who can go swimming on Wednesday mornings? (1 mark)
.....

Draw a line to match the words. (1 mark each)

Name	E8 5TY
Address	aysel@hotmail.com
Postcode	Aysel Yildiz
Telephone number	Teacher
Email	020 8522 1907
Website	34 Mare Street, Hackney, London
Country	www.yildizfamily.com
Occupation	Turkey



Part 3 - take 15 minutes

Read about three students and finish the sentences. (1 mark each)



My name is Brigitte. I am 16 years old and I come from Germany. I am learning English. I live with my mother, father and two sisters. I like reading and watching TV. I don't like playing sports.



My name is Djibril. I am from Congo. I live in London with my brother, and I am learning English. At the weekend, I work in a supermarket. I have lots of good friends at work and at college.



My name is Nima. I come from Eritrea. I am learning English and computers. I am married, and I have got four children. They are all boys. I don't like shopping but I like cooking. I make good food for my family.

1. Brigitte comes from
2. Djibril works in a
3. Nima has got children.
4. is learning computers.
5. likes reading.
6. Nima doesn't like
7. Djibril lives with his
8. comes from Congo.
9. Brigitte lives with her parents and her
10. Nima comes from