

CLB-Referenced and Other Online Resources for Teaching Workplace Skills

In the Workplace: An Intermediate Integrated Skills Textbook

Published in 2016 by Bow Valley College, this resource focuses on the workplace in Canada and provides practice in listening, speaking, reading, and writing. It also helps newcomers learn about some aspects of Canadian workplace culture, as well as develop some important essential skills. Features a recurring “cast of characters” who work for the fictitious “CDN Malls”, including a Workplace Mentor and a Strategy Coach. Aimed at CLB levels 5/6, the resource has been designed to be facilitated by an instructor.

It can be used in two formats:

- [an online textbook with interactive activities](#), or
- downloaded, printed and used as a regular textbook (see main page)

The multimedia files (in .zip format to be downloaded) available with this resource are:

- Video files
- Audio files
- Printable PDF worksheets

There is also an [Instructor Guide](#).

Book Table of Contents:

Note to the Learner

Book Tour

Chapter 1: Workplace Environment

Chapter 2: Personal Management

Chapter 3: Workplace Communications

Chapter 4: Clients and Customers

Chapter 5: Career Management

Appendix 1: Answer Keys

Appendix 2: Workplace Mentor Tips

Appendix 3: Strategy Coach Tips

Appendix 4: Glossary

References

Main page: [In the Workplace: An Intermediate Integrated Skills Textbook](#)

Diversity at Work: Web-based Simulation Activities

Newcomers face many issues integrating into Canadian society, including language, recognition of qualifications, challenges adapting to Canadian workplace norms and challenges obtaining the level of employment desired for prosperity. This project supports newcomer capacity to make adaptive decisions in workplace communication through simulated, authentic workplace scenarios. This resource, produced by Norquest College, is intended for newcomers studying English to prepare for work, for employed newcomers wanting to improve workplace communication skills, and ESL instructors.

Diversity at Work: Web-based Simulation Activities contains:

Introduction to online simulation activities

Independent learner and instructor guide (in PDF – with teaching notes for all activities, and learner handout/lesson plan for Activity 1)

CLB and other curriculum outcomes

Navigation instructions

Estimated duration of individual activity



Narrated texts

Short videos

Interactive activities

Intercultural Simulations Activity Card

[Introduction to Online Simulation Activities \(YouTube video\)](#)

[Online Simulations - Independent Learner & Instructor Guide \(PDF\)](#)

[Curriculum Outcomes \(ATESL ICC, CLB, Essential Skills\) \(PDF\)](#)

[Online Simulation Activity 1: Responding to Leadership Requests](#)

[Online Simulation Activity 2: Responding to Leadership Feedback](#)

[Online Simulation Activity 3: Responding to Onboarding](#)

[What Would You Say? Intercultural Simulations Activity Card \(PDF\)](#)

Please note that only the Google Chrome browser supports these activities and simulations

Working in the Canadian Workplace: A Guide for Newcomers to Canada Working in Construction, Manufacturing, Service and Other Related Sectors

This resource, published in 2012 (Handbook) and 2013 (Workbook), was researched and developed by Paul Holmes of Anthony & Holmes Consulting Ltd. in partnership with the Alberta Workforce Essential Skills Society (AWES), and funded by Alberta Human Services. It is for recent immigrants to Canada who are working in the Canadian workplace. This handbook gives immigrants a better understanding of an employer's expectations for them, and also provides practical ways to achieve those expectations. This learning will support language, intercultural and other integration-related needs. This handbook can be used independently for self-directed learning, or as a resource in coaching/mentoring scenarios, training workshops, or related courses. It can be used in organizations by employers, employees and trainers, or in educational settings such as schools, colleges or community agencies. Links to both the handbook and workbook appear below.

[Working in the Canadian Workplace_Handbook \(PDF\)](#)

[Working in the Canadian Workplace_Workbook \(PDF\)](#)

Workplace Resources for English Language Learners: An Annotated Guide

This resource, published in December 2016, was developed by the Alberta Workforce Essential Skills Society (AWES) and funded by the Government of Alberta. The project team consisted of Shelley Goulet, Sue Oguchi and Ed Marchek. It was developed to introduce high-quality resources to CALPs (Community Adult Learning Programs) that can be used to support the growing immigrant workforce in Alberta. The focus of the materials is to improve workplace essential skills, language levels, and intercultural competencies of the clients (immigrants and employers) who are served by CALPs throughout Alberta. The guide includes live links to all the resources. Organizations are also welcome to print the guide. Resources are organized by category, as well as by publisher in a section at the end of the guide.

The six categories are:

- Lessons and materials
- Employment/job search resources
- Culture/intercultural resources
- Employer resources
- Assessment
- Reference and program development

[Workplace Resources for English Language Learners: An Annotated Guide \(PDF\)](#)

Workplace Integration: Desk Reference for Newcomers to Canada

This resource, published in 2013, was researched and developed by Paul Holmes of Anthony & Holmes Consulting Ltd. in partnership with the Alberta Workforce Essential Skills Society (AWES), and funded by Alberta Human Services and Citizenship & Immigration Canada.

This resource equips internationally-educated professionals with tools for integration for their Canadian workplaces. These texts build capacity and support for the workplace integration process. The resources can be used independently for self-directed learning, or as an interdependent set in coaching/mentoring scenarios, training workshops, or related courses. They can be used in business organizations by employers, employees and trainers, or in educational settings such as schools, colleges or community agencies. Links to both the desk reference itself and a corresponding workbook appear below.

[Workplace Integration: Desk Reference for Newcomers to Canada \(PDF\)](#)

[Workplace Integration: Desk Reference for Newcomers to Canada_Workbook \(PDF\)](#)