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INCREA TRAINING COURSES

LANGUAGE SKILLS





SOCIAL INCLUSION
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LEARNING OUTCOMES

LANGUAGE SKILLS COURSE



LEARNING OUTCOMES

- Discuss familiar topics, give your opinion**
- Understand topics related to work, leisure and studies**
- Deal with situations likely to arise when applying for a job**
- Produce simple texts on work related topics**
- Describe working experience and competences/skills**
- Communicate with colleagues**



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TOPICS

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TOPICS

- How to prepare my cv**
- Are you ready for an interview?**
- Let's work! how to communicate with your colleagues**
- How to write emails**
- How to make phone calls**



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GLOSSARY

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GLOSSARY

- ❑ **Competences:** the ability to do something successfully or efficiently; expertise.
- ❑ **Skills:** the ability to do something successfully or efficiently; expertise.
- ❑ **Colleague:** a person with whom one works in a profession or business.
- ❑ **Greetings:** a polite word or sign of welcome or recognition.
- ❑ **Meeting:** an assembly of people for a particular purpose, especially for formal discussion.

**All definitions are from www.oxforddictionaries.com*

GLOSSARY

- **Interview:** an oral examination of an applicant for a job, college place, etc.
- **Feedback:** information about reactions to a product or performance of a task etc. used as a basis for improvement.
- **Hire:** employ someone for wages.
- **Attach:** add or fasten (a related document) to another, or to an email.
- **Forward:** send (a letter or email) on to a further destination.

**All definitions are from www.oxforddictionaries.com*



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HOW TO PREPARE MY CV

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JOB RELATED CONCEPTS

Salary	→ Synonyms of this word are pay, wage, earnings
Experience	→ To have experience means that you have practical contact with a profession
To require	→ It is a verb. It means “to need”.
Flexitime	→ It is a job when employees can start their work an hour or so earlier or finish later.
Shift work	→ People can work at different times, for example, days one week and nights the next week



USEFUL PHRASAL VERBS

- ❑ **To apply for:** to write a letter or fill in a form in order to ask formally for a job or position.
- ❑ **Look for:** to search or hunt for something.
- ❑ **Call back:** to telephone someone again or in return for a telephone call that they have made to you.
- ❑ **Hand in:** if you hand in your notice or resignation, you tell your employer, in speech or in writing, that you no longer wish to work for them.

**All definitions are from www.oxforddictionaries.com*

USEFUL PHRASAL VERBS

- Carry out:** if you carry out a threat, task, or instruction, you do it or act according to it.
- Call off:** if you call off an event that has been planned, it means you cancel it.
- Spell (something) out:** if you spell something out, you explain it in detail or in a very clear way.
- Go over (something):** if you go over a document, incident, or problem, you examine, discuss, or think about it very carefully.

**All definitions are from www.oxforddictionaries.com*

WHAT IS A CV



- ✓ Short for curriculum vitae (Latin), the English translation is “course of life”
- ✓ It is a document with your personal, educational and professional information. It is the most important document when applying for a job.

A creative CV should show off your creative character, so feel free to express yourself!

WHAT TO INCLUDE

Personal information

- Name
- Date of birth
- Contact details: address, mobile phone, email
- Picture (it should look professional)

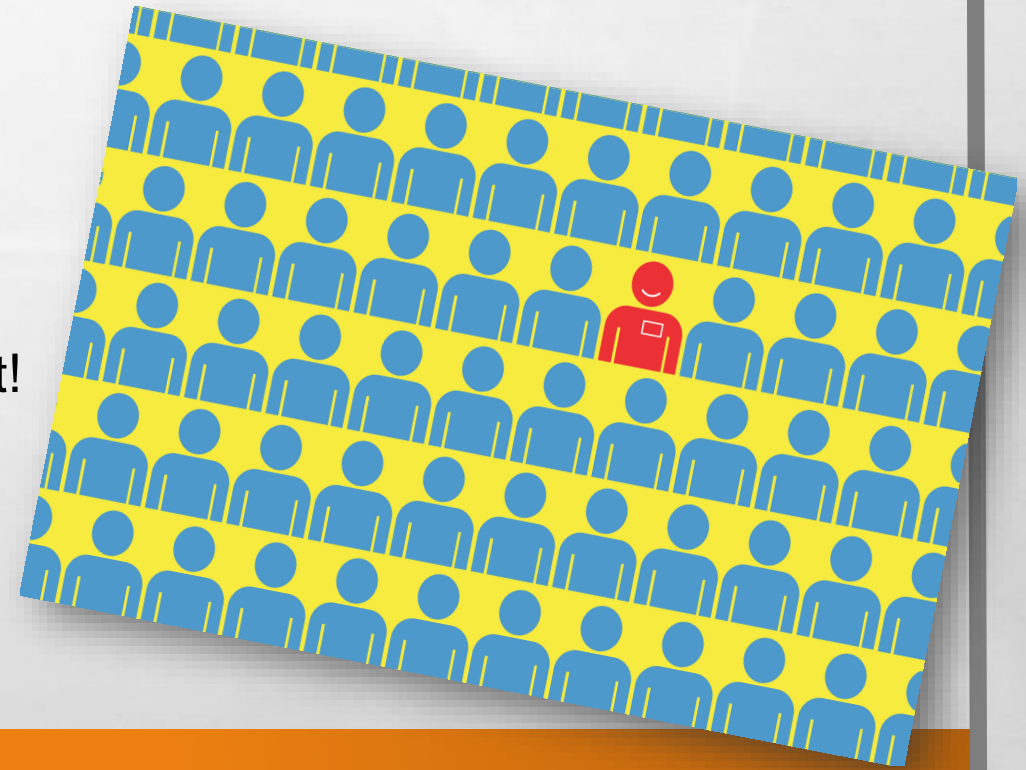
Career path

- A chronology of your career
- Awards and Publications
- Education
- Computer skills
- A professional portfolio

When applying for a creative role, make sure you focus on your **creative talent**. However, you should be aware of the possibility of your CV ending up in an applicant tracking system (ATS) that might prioritise other requirements above creativity.

THE PRINCIPLES TO A GOOD CREATIVE INDUSTRY CV

1. Differentiate yourself, but do not overdo it!
2. Put yourself in your future employer's shoes!
3. Your introduction is your best tool, so make it count!



THE STRUCTURE

Personal Profile

- Who you are
- What can you offer the company
- Your professional goals

Work Experience

- Previous relevant jobs
 - ✓ Job title
 - ✓ Primary tasks and responsibilities
 - ✓ The employer
 - ✓ The dates you worked in this company

Education

- Your academic accomplishments
 - ✓ Starting from the latest and more relevant one
 - ✓ Name the institutions and the dates you were there

Skills & Competences

- Languages you know
- Software you know how to use



[Look at examples of good CVs here](#)

TIPS AND EXAMPLES



[How to write a powerful CV](#)



[Tips to write an effective CV](#)



[Mistakes you need to avoid](#)



[CV proofreading](#)



[CV templates](#)



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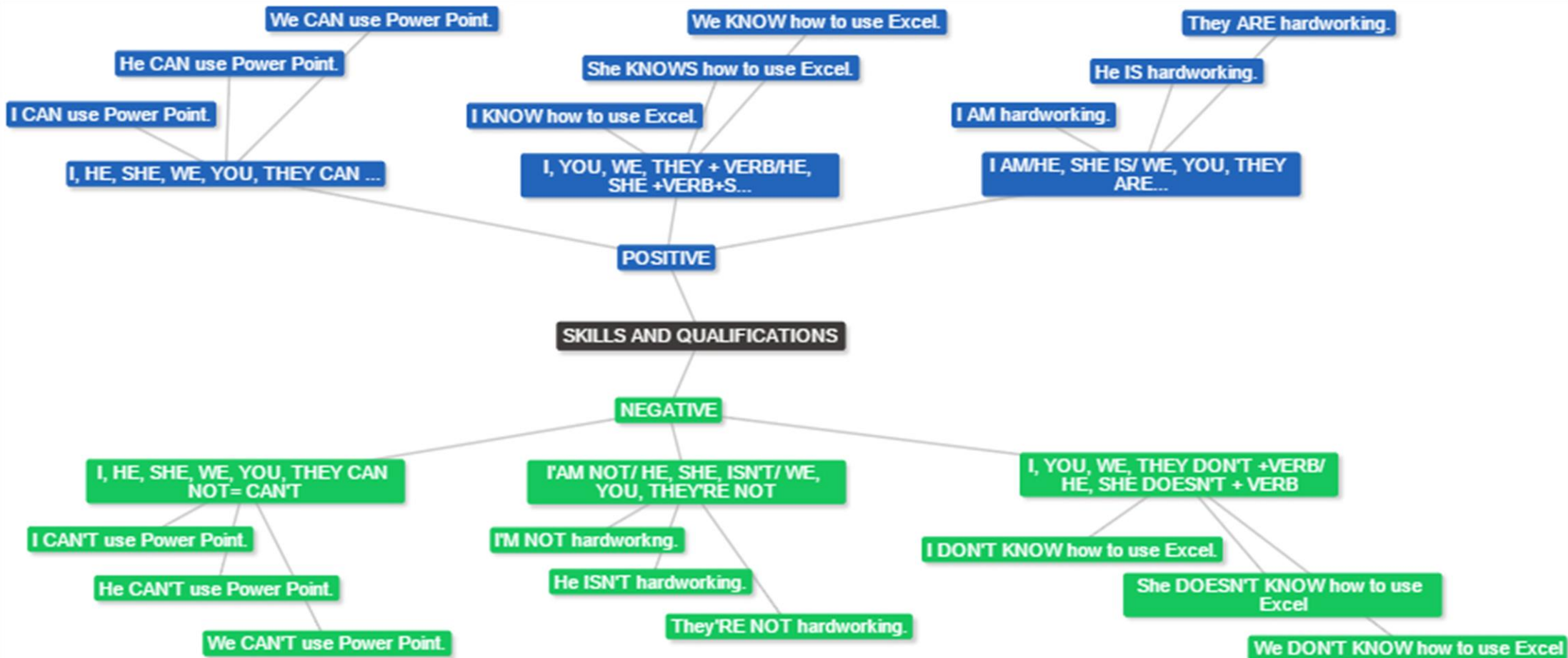
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ARE YOU READY FOR AN INTERVIEW?

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USEFUL GRAMMAR TO USE IN AN INTERVIEW



MODAL VERBS

Talk about what you can or cannot do. Describe your skills and competences.

Verb	Uses	Examples
CAN	ability permission possibility request	Pat CAN speak three languages. You CAN have your holidays whenever you want. It CAN be difficult sometimes. CAN I see the premises, please?
COULD	past ability permission possibility polite request	In my previous job, we COULD work with over 10 partners at a time. COULD I meet the rest of the staff? I COULD learn to do it. COULD you start tomorrow?
MUST / MUSTN'T	obligation prohibition	You MUST wear a suit everyday. You MUSTN'T check your phone at work.
SHOULD	advice - recommendation	You SHOULD be nice to your colleagues.
MAY	permission possibility	MAY I ask you a question? You MAY travel for work.
MIGHT	permission little possibility	MIGHT I ask what kind of tasks I would carry out? I MIGHT need some time to think about it.
HAVE TO	obligation	You HAVE TO meet all deadlines.
DO NOT HAVE TO	lack of obligation	You DON'T HAVE TO bring your own laptop.

ASKING QUESTIONS

In English there are questions which expect either a YES or NO answer. The auxiliary verb (to be) comes before the subject.

Job experience is important.	Is job experience important?	Yes, it is.	No, it is not.
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If there is not an auxiliary verb, you should use DO or DOES in present tense questions.

I work.	Do I work?	Yes, I do.	No, I don't.
You work.	Do you work?	Yes, you do.	No, you don't.
He works.	Does he work?	Yes, he does.	No, he doesn't.
She works.	Does she work?	Yes, she does.	No, she doesn't.
It works.	Does it work?	Yes, it does.	No, it doesn't.
We work.	Do we work?	Yes, we do.	No, we don't.
They work.	Do they work?	Yes, they do.	No, they don't.

To ask for information use *Wh-questions*. These questions begin with WHAT, WHO, WHICH, WHERE, WHEN, WHY, HOW. You need to change the word order, too.

Why do you search for a job?
Where do you search for a job?
Why does Marc search for a job?

If the question word itself is the subject of the question, we do not change the word order.

What makes you happy?
Which job wants you to have experience?

BEFORE THE INTERVIEW [1/2]

Analyse the job and the company

- ✓ Review the job description and consider what the company is looking for
- ✓ Make a list of the skills, knowledge, professional and personal qualities required
- ✓ Make a list of your assets and match them with the job requirements
- ✓ Find out as much as possible about the company



BEFORE THE INTERVIEW [2/2]

Anticipate potential questions

How would you describe yourself?

- ✓ Give information related to the job, e.g. explain why you are the best candidate for the job

What are your strengths and weaknesses?

- ✓ Turn weaknesses into strengths.

Why do you want to work here?

- ✓ Mention what you like about the company and the job

Why should we hire you?

- ✓ Explain what you have to offer the employer. Be confident and focused

Why are you leaving your actual job?

- ✓ Be positive, talk about new opportunities. Don't say negative things about the other company.

How do you handle stress and pressure?

- ✓ Give an example of how you have handled with stress in your previous job.

What are your goals for the future?

- ✓ Tell the interviewer that this job aligns with your long term goals.

DURING AND AFTER THE INTERVIEW

During the interview

- ✓ Greet everybody you meet politely
- ✓ Keep yourself calm and confident
- ✓ Watch your body language, shake hands firmly and make eye contact with the interviewer
- ✓ Listen carefully to the interviewer and take your time before answering.
- ✓ Let the recruiter know that you think that the job is excellent and you are highly interested in it

After the interview

- ✓ Write a thank you email to let the employer know that you appreciate being considered for the job

JOB SKILLS



Analytical skills

the ability to examine things and to find solutions to the problems at work

Communication skills

the ability to speak and write effectively and to organize your thoughts logically.

Leadership skills

to motivate other people to achieve work goals.

Organisational skills

the ability to plan activities and meet deadlines.

Team-working skills

the ability to work successfully with other people.

TIPS AND EXAMPLES



[Best phrases and tips](#)



[Job Interview Question & Answers for freshers](#)



[Common Interview question and answers](#)



[How to prepare for a job interview in English](#)



[Job interview preparation: an essential checklist](#)



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LET'S WORK! HOW TO COMMUNICATE WITH YOUR COLLEAGUES

LANGUAGE SKILLS COURSE



GREETING PEOPLE [1/2]

Good morning	all morning, until lunch time
Good afternoon	from after lunch until about 6 o'clock
Good evening	after about 6 o'clock
Good night	before we go to bed



GREETING PEOPLE [2/2]

As you see your colleagues every day and you probably know how they are doing, try asking questions alternative to “How are you?” or “How are you doing?”:

- “How are you doing today?”
- “How’s your morning going so far?”
- “How’s your day been?”
- “Has your day been busy so far?”
- “My afternoon’s been a bit slow. How’s yours going?”



ADVERBS

Adverbs of time - we use them to say:

When something happened

- I saw Tom **yesterday**.
- He started to work in the company **in 1985**.

For how long

- I worked there **for 20 years**.
- I have been self-employed **since last year**.
- I was working in the garden **the whole day yesterday**.

How often (frequency)

- I **often** stay late at work.
- I **sometimes** spend my free time thinking on how to improve at work.

We also often use a **noun phrase** as a time adverbial

- yesterday; last week/month/year; one day/week/month; last summer
- tomorrow; next week/month/year; the day after tomorrow; next Christmas
- today; this week/month/year; the day before yesterday; the other day/week/month



HOW TO COMMUNICATE BETTER AT WORK [1/2]

Listen actively

- don't interrupt when somebody is talking to you.

Pay attention to your body language

- keep eye contact when speaking with other colleagues.

- be aware of your posture and facial expression.

Respect other people's communication preferences

- some people prefer a phone call, while others prefer an email, SMS or WhatsApp message.

Speak with clarity and formality

- be careful with your tone. If you are angry, take a few minutes to calm down.

Try to find a balance between being too casual and too distant

- find ways to interact in a personal level, but avoid being too casual.

HOW TO COMMUNICATE BETTER AT WORK [2/2]



Offer constructive criticism

- provide positive feedback and find ways for improvement without looking too bossy.

Restate what you hear

- repeat the important points to show that you understood what your colleague or boss told you. This is also a good way to clarify misunderstandings.

Solve conflicts peacefully

- if there is a conflict, listen carefully to your colleague/colleagues and find an agreement. Set the rules to avoid conflict in the future.

IN A MEETING AT WORK

Be on time

→ - being late shows lack of respect for the other colleagues.

Stay on the topic

→ - don't discuss topics that are not in the agenda.

Watch your body language

→ - be conscious of the message you are giving with your body language

Listen to your colleagues

→ - when you are not talking, practice active listening.

When you are talking

→ - be clear, concise and direct.
- address the whole group, not only one person.
- support your ideas.

TIPS AND EXAMPLES



Communicate better with your colleagues



How to communicate with your co-workers



How can we improve workplace communication?



7 ways to communicate effectively in meetings



Avoiding Conflict in the Workplace



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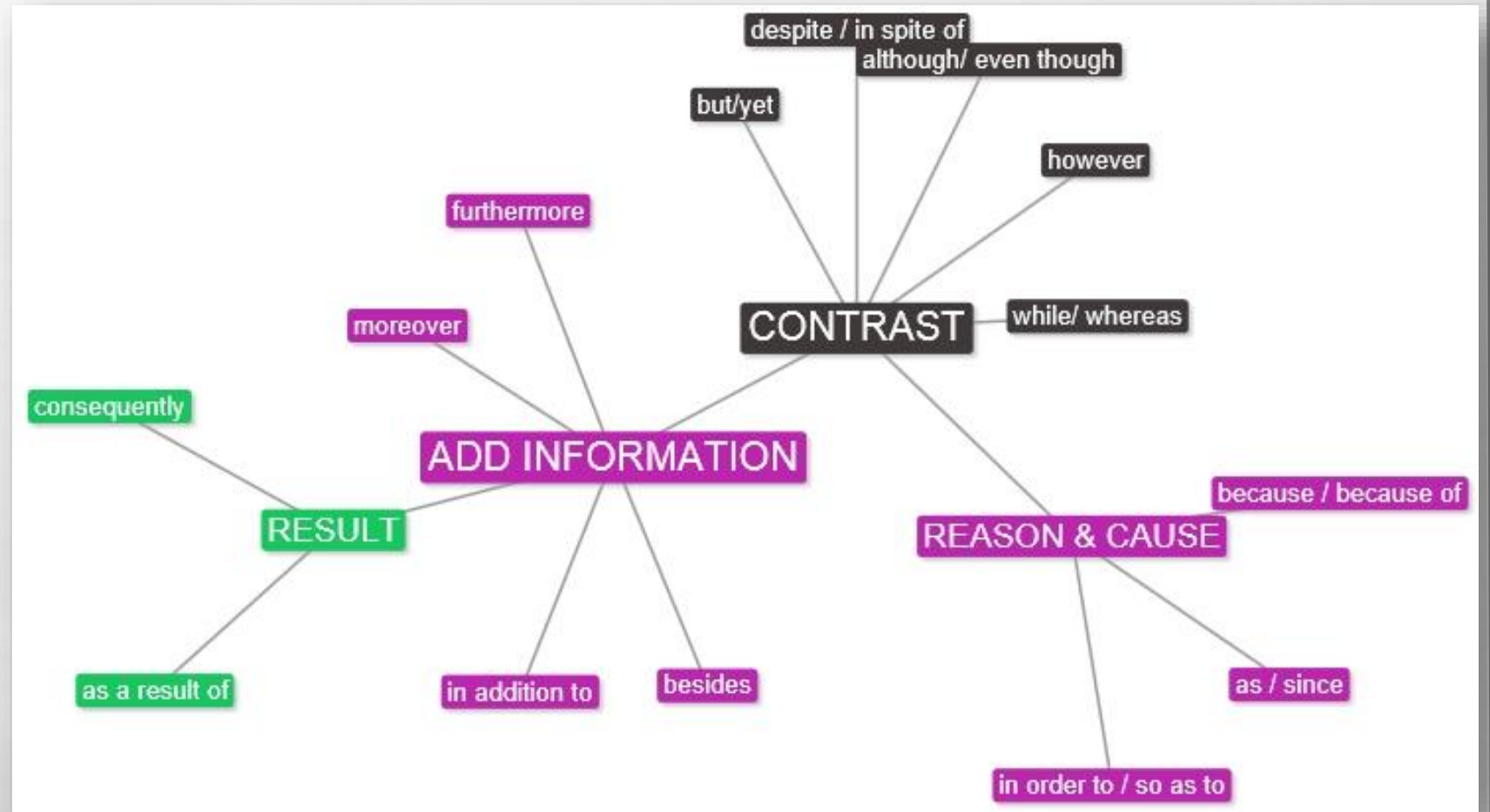
HOW TO WRITE AN EMAIL

LANGUAGE SKILLS COURSE



CONNECTORS

Connectors - also called conjunctive words - are the words that link two similar elements in the sentence. The main categories of conjunctive words are coordinating conjunctions, such as **and** or **or**, and subordinating conjunctions like **if**, **so that**, **because** or **while**. Some conjunctions or conjunctive adverbs link individual words or phrases but most of them can only link two clauses



TYPES OF EMAILS

Personal email

- You don't need to use formal language, but be polite and friendly
- Greeting: Dear (First Name)
- Closing: Thanks or See you soon

Semi formal email

- Be respectful, keep it short and clear
- Greeting: Dear Mr/Mrs (Last name)
- Closing: Thanks in advance or I hope to hear from you soon

Formal email

- Be clear, include relevant details
- State the result you expect
- Greeting: Dear Mr/Mrs (Last name) or to whom it may concern (if you don't know the persons' name)
- Closing: Yours sincerely or sincerely

GENERAL RULES

- ✓ Write a specific subject line.
- ✓ Write an appropriate greeting:
 - after the greeting, you should use a comma
- ✓ Pay attention to punctuation:
 - start each sentence with a capital letter
 - put periods or other appropriate punctuation at the end of the sentence
 - put spaces between paragraphs
 - use a spell checker
 - read your email personally before sending it
- ✓ Use an appropriate closing
- ✓ Double check the email addresses for all recipients
- ✓ Avoid forwarding emails and replying to all
- ✓ Be clear, brief and polite. Use short sentences
- ✓ Use separate business and personal email addresses

USEFUL SENTENCES

Attaching a file

→ Please find attached ... (the contract / the agenda of the meeting ...)

Resending / forwarding information received

→ I've forwarded ... to you / I'm forwarding ... to you...

Informing third parties

→ I've cc'd / cc'ed / copied (name) on this email

Expressing the purpose of your email

→ I'm writing regarding (topic)

Requesting confirmation

→ Please could you confirm (topic)

Closing: to express your willingness to answer further questions.

→ If you have any questions, please don't hesitate to contact me.

STRUCTURE OF THE LETTER

When the recipient's name is unknown to you, in the beginning of the letter write *Dear Sir or Madam* and finish the letter with *Yours faithfully*. When you know the recipient's name, write, for example *Dear Mr Hanson/ Mrs Hanson/ Ms Hanson* and finish the letter with *Yours sincerely*.

- | | |
|--------------------|---|
| Paragraph 1 | states clearly why you are writing and where you saw the job advertised. |
| Paragraph 2 | gives a little information about your qualifications and experience. Make sure the information you give is relevant to the job that you are applying for. |
| Paragraph 3 | says why you believe you are suited to the job and what you can offer the company. |
| Paragraph 4 | tells the reader when you are available for an interview and how to contact you. |

[Look at examples of letters](#)

TIPS AND EXAMPLES



[Useful email expressions](#)



[How to write emails in English](#)



[Write effective emails](#)



[Writing formal and informal emails](#)



[English for Emails](#)



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HOW TO MAKE PHONE CALLS

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HOW TO MAKE EFFECTIVE BUSINESS CALLS

Before the call:

- Prepare yourself. Think about the purpose of your call. Prepare bullet points for the things you need to mention
- Prepare the documents you might need, e.g. invoice number or date

During the call

- Introduce yourself. Say your name and company's name. You can do some small talk, e.g. I hope you are well today, but don't overdo it.
- Mention clearly the purpose of the call
- Ask for feedback to make sure that the other person understands what you say
- Take notes of the most important information
- Clarify the follow-up actions, if necessary

HOW TO ANSWER BUSINESS CALLS

- ✓ Prepare a professional greeting. Identify the company and yourself. “Hello/Good morning/ Good afternoon, this is [your name] from [company name]”.
 - ✓ Ask who is calling. “Could I ask who’s calling, please?”
- ✓ Speak politely and avoid using slang or bad language.
 - ✓ When a caller is speaking, listen to what he or she has to say without interruptions.
- ✓ If the call is for another person, ask if the caller wants to leave a message. “I’m afraid he/she’s not available at the moment. Can I take a message?”
 - ✓ Never say the words, “I don’t know” when talking with someone on the phone; it would be better to say, for instance, “I’ll check on that for you”.
- ✓ When ending a phone call, do not hang up the phone without a positive closure such as “Thank you for calling,” or “Have a good day”



USEFUL SENTENCES

Making a contact

- I'd like to speak to (name of the person)
- I'm calling from (name of your company)
- I'm calling on behalf of (name of your company)

Asking to hold

- Just a moment please
- Hold on a moment please

Telephone problems

- The line is not very good. Could you repeat?
- I'm afraid I cannot hear you

Taking a call

- How can I help you?
- Where are you calling from?

Leaving a message

- Would you like to leave a message?

TIPS AND EXAMPLES



Telephone calls



How to speak effectively over the phone



How to answer the phone



Phone etiquette for business calls



Make effective business phone calls



SELF-EVALUATION

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EVALUATE YOURSELF!

In this course, I have learnt basic vocabulary and grammar to communicate in the workplace.

- True
- False

After completing this course, I am able to write my CV in English.

- True
- False

EVALUATE YOURSELF!

After completing this course I...

- a. am more confident when communicating with colleagues
- b. have improved my spoken English
- c. have improved knowledge about job-related issues

After completing this course, I feel more confident when preparing for an interview in English.

- True
- False



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THANK YOU FOR READING!
LANGUAGE SKILLS

