You're Hired... Now What?: An Immigrant's Guide to Success in the Canadian Workplace,

by Beverley Payne and Terry Webb (Oxford University Press, Ontario, Canada, 2010)

Workplace Vocabulary:

***Understanding Your Workplace Culture*, p. 8**

Contribution _____

Feedback _____

Flexible _____

Performance review _____

Procedures _____

Tip _____

p. 10

24/7 _____

Bottom line _____

Figure out _____

Fit in _____

Learn the ropes _____

New hire _____

***Business Writing*, p. 63**

Business speak _____

Caps _____

Emoticon _____

Information overload _____

Netiquette _____

Concise _____

Subject line _____

Wordy _____

***Getting Along with Co-workers*, p. 70**

In a bind _____

In the same boat _____

Pain in the neck _____

Put people down _____

Wake-up call _____

***The Boss*, p. 76**

ASAP _____

Connect the dots _____

Baby boomers _____

Heads-up _____

High-maintenance employee _____

Communication Tasks

- How to Make a Request
- How to Give Feedback
- How to Make a Suggestion
- How to Ask for a Favor
- How to Interrupt a Conversation
- How to Clarify Instructions or Directions
- How to Make an Apology or Excuse
- How to Ask for and Give an Opinion
- How to Agree and Disagree
- How to Complain
- How to Deal with Conflict