

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 _____

Welcoming Communities Workshop Agenda, November 1-2, 2013

Communication Tools for Working Around Language Barriers, Tacey Ruffner, Kamloops Immigrant Services

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

Introduction

- 1. The first part of the document discusses the importance of maintaining accurate records.
- 2. It then moves on to describe the various methods used to collect and analyze data.
- 3. The next section details the results of the experiments conducted over a period of six months.
- 4. This is followed by a discussion of the implications of the findings for future research.
- 5. The final part of the document provides a conclusion and suggests areas for further investigation.