



# ESOL JOB-MASTERS CLUB

Collaboration between Workforce Solutions and  
Lone Star College Education Opportunity Project

September 2, 2021

[www.wrksolutions.com](http://www.wrksolutions.com) 1.888.469.JOBS (5627)

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations a minimum of two business days in advance.) **Relay Texas:** 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711

A proud partner of the [americanjobcenter](http://americanjobcenter.net) network

# Who would you go to for guidance in a new country?

- A. Ex-patriot community**
- B. Faith-based community**
- C. A and B**



The background is a solid blue color. It features several light blue hexagonal shapes of varying sizes. Some hexagons are partially cut off by the edges of the frame, while others are fully visible. They are arranged in a non-uniform, decorative pattern, primarily concentrated in the top-left and bottom-right areas.

# **INTRODUCTION & BACKGROUND**

# Challenges

- Familiarity
- Learning the English language
- Adapting to a new country



# Inspiration for the Job Masters Club

- “Maria” and the Medical Administrative Assistant certificate
- Mock interview
- Collaboration with Lone Star College
- American interview process
- American work culture



The background is a solid orange color with a pattern of lighter orange hexagons of various sizes. Some hexagons are partially cut off by the edges of the frame. The text "CLETOR'S STORY" is centered in the upper half of the image.

# **CLETOR'S STORY**

# Cledor Interview



# What we learned

- Language / Accent
- QWERTY keyboard
- Cultural differences:
  - “Tell me about yourself” question reflects the culture
  - Americans are business driven – “It’s not personal, it’s business.”
  - The workplace can be competitive
  - Your co-worker may not be your friend





The background is a solid blue color. It features several light blue hexagonal shapes of varying sizes. Some hexagons are partially cut off by the edges of the frame, while others are fully visible. They are arranged in a somewhat random pattern, with a cluster of three in the top left and a larger group of five in the bottom right.

# **CURRICULUM OVERVIEW**

# English Language Common Competency Requirements 2.0

## NATIONAL REPORTING SYSTEM (NRS)

Benchmark:	Low Intermediate	Advanced
<b>CASAS Life &amp; Work Reading Scale Scores</b>		
Reading:	201 - 210	221 - 235
L&W Listening:	200 - 209	219 - 227
<b>BEST Plus 2.0:</b>	453 - 484	525 – 564 (exit 565 & higher)
<b>BEST Literacy:</b>	64 - 67 (SPL4)	76 – 78 (SPL6)
<b>TABE CLASS-E Scale Scores</b>		
Total Reading & Writing:	483 - 514	557 - 600
Total Listening & Speaking:	486 - 525	559 - 600



# Units and Objectives 1 - 3

## Unit 1: Introduction to Interviewing

- Identify the different parts of a job interview and the types of questions asked.
- Compare American job interview to job interviews from students' home countries.
- Learn how to make a good impression through dress and the power of body language.

## Unit 2: American Work Culture

- Identify what questions are considered “illegal” in a job interview.
- Compare American work culture and business etiquette to participants' native work culture.
- Learn common American business idioms.

## Unit 3: Active Listening

- Develop an ear for the English language.
- Learn active listening techniques to remain present in a conversation and communicate effectively.



# Units and Objectives 4 - 6

## Unit 4: Small Talk

- Identify what are appropriate small talk topics.
- Learn which topics are considered taboo.
- Establish rapport through small talk.

## Unit 5: Tell Me About Yourself & 30-Second Commercial

- Understand what American employers expect to hear.
- Develop a 30-second commercial to succinctly market self to employers in a professional manner.
- Learn how to adapt the 30-second commercial to resume and interview.

## Unit 6: Behavioral Questions

- Understand why employers ask behavioral questions and what they really want to know.
- Use the CAR statement strategy to develop answers to common behavioral questions.



# Units and Objectives 7 - 10

## Unit 7: Common Interview Questions

- Identify common interview questions.
- Develop responses for these questions.

## Unit 8: Questions for the Interviewer

- Understand why it is important to have questions prepared for the interviewer.
- Learn what are appropriate questions to ask.
- Develop a set of questions to ask during an interview.

## Unit 9: Closing the Deal

- Develop strategy for answering the question, “Why should I hire you?”
- Use labor market information to negotiate salary and benefits.

## Unit 10: Speed Interview

- Practice interviewing techniques with peers.
- Rate progress using critique forms.



# Activities for Units 1 & 2

## 1: Introduction to Interviewing

- **Breaking Down the American Interview:** Indeed video
- **Role Play:** Interviewing with a partner
- **Actions Speak Louder than Words:** Power of body language
- **Jeopardy Game:** Review

## 2: American Work Culture

- **Doing Business, the American Way:** Using Padlet and Google Keep to compare work cultures
- **Making Heads or Tails Out of Idioms:** Learning common work idioms
- **Illegal Interview Questions:** Learning what they can't ask in an interview
- **Kahoot:** Illegal Interview Questions



# Activities for Units 3 - 5

## 3: Active Listening

- **Randall's Cyber Lab:** Interview audio sample
- **Seek First to Understand:** Video and exercise

## 4: Small Talk

- **Appropriate & Inappropriate Topics**
- **Small Talk Riff-Off:** Practicing small talk conversations

## 5: Tell Me About Yourself & 30-Second Commercial

- **30-Second Commercial Template:** Written & verbal exercise
- **What You Bring to the Table:** Examples of 30-second commercial
- **Summary of Qualifications:** Applying 30-Second commercial to the resume



# Activities for Units 6 - 8

## 6: Behavioral Questions

- **CAR Statements:** Use formula to develop answers to behavioral questions
- **Round Robbin:** Practice using CAR statements to answer behavioral questions

## 7: Common Interview Questions

- **Technical Questions:** Identify common technical questions for your field
- **Strengths & Weaknesses:** Video and exercise

## 8: Questions for the Interviewer

- **Need to Know:** Developing questions to ask the interviewer





# Activities for Units 9 & 10

## 9: Closing the Deal

- **Why should I hire you?:** Use the 30-second commercial template to re-state why you are the one for the job.
- **Negotiating Salary & Benefits:** Leveraging labor market information, your skills & experience to get what you need.

## 10: Speed Interviewing

- **Speed Interviewing:** Practice interview skills and receive constructive feedback using evaluation handout.



# Relevant TWC Adult Education Standards for ESL

STANDARDS	<b>III.1.</b> <b>Listen to and participate in a variety of (work) settings &amp; situations (job interviews)</b>	<b>III.2.E.</b> <b>Demonstrate appropriate speaking skills &amp; strategies for persuading &amp; discussing</b>	<b>III.4.</b> <b>Integrate graphics or multimedia to support written compositions or oral presentations</b>
UNIT ACTIVITIES	<b>Unit 1</b> – Role playing mock interview <b>Unit 3</b> – Active listening skills <b>Unit 4</b> – Small Talk Riff-Off <b>Unit 7</b> – Round Robbin <b>Unit 10</b> – Speed Interviews	<b>Unit 5</b> – Tell me about yourself <b>Unit 6</b> – CAR statements <b>Unit 7</b> – Common interview questions <b>Unit 8</b> – Questions for the interviewer <b>Unit 9</b> – Why should I hire you & Negotiating salary <b>Unit 10</b> – Speed interviews	<b>Unit 2</b> – Use Padlet and Google Keep to create a presentation comparing native and American work cultures.



# Sample Lesson Plan – Unit 1

## **Lesson:** What does an American interview look like?

There is a structure to a typical American interview. In ESOL Job Masters' unit, "What does an interview look like" the student will learn the different parts of the interview.

### **Resources:**

Virtual breakout rooms

Video: <https://app.fluentize.com/lesson/interview-tips>

Job interview script

### **Instructional Design:**

#### **Warm-up:**

1. Tell us what a job interview is like in your country.
2. What are some typical job interview questions asked in your country?
3. Tell us about your experience with job interviews in the U.S.



# Sample Lesson – Activity

## Activity:

### Part 1 – Watch the Indeed job interview video twice.

<https://app.fluentize.com/lesson/interview-tips>

The first time, students should watch without writing notes and the second time they should write notes.

### Part 2 – Guided practice:

1. How would you divide the interview process? What are the different sections of the interview?
2. Is it different from the interview process in your country?
3. What is the 30-second commercial?
4. What are two questions you should ask your potential employer?
5. What should your posture be like during the interview?
6. When does the interview begin?
7. How do you best follow up an interview?



# Sample Lesson – Independent Practice

## Part 3 – Independent Practice:

Practice interviewing with a partner. Students should be divided into pairs and placed into virtual breakout rooms.

Students should take turns reading the “Employer” and “Job Candidate” roles from the job interview script. Paying attention to the different sections of the interview as discussed earlier.

- Introductions & Small Talk
- Questions for the Job Candidate:
  - Tell Me About Yourself
  - Behavioral Questions
- Questions for the Interviewer
- Closing Statements
  - Follow-up thank you

### Modification & Extension:

Students return to the main room to discuss what part of the interview was the most difficult for them and why.



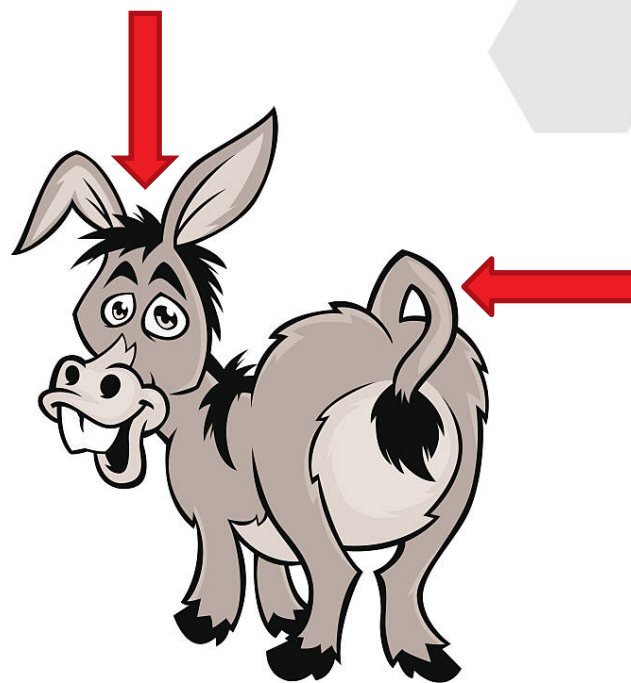


# SHOW & TELL



# MAKING HEADS OR TAILS OUT OF IDIOMS

Understanding common idiom  
phrases & how to use them.



[www.wrksolutions.com](http://www.wrksolutions.com) 1.888.469.JOBS (5627)

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations a minimum of two business days in advance.) **Relay Texas:** 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711

A proud partner of the [americanjobcenter](#) network

# Cat out of the bag

**A.** Lose control of the situation.

**B.** Tell a secret you weren't supposed to tell.

**“The CEO let the cat out of the bag about the company's merger.”**

**“Never tell Charlie about a surprise, because he will always let the cat out of the bag and spoil the surprise.”**





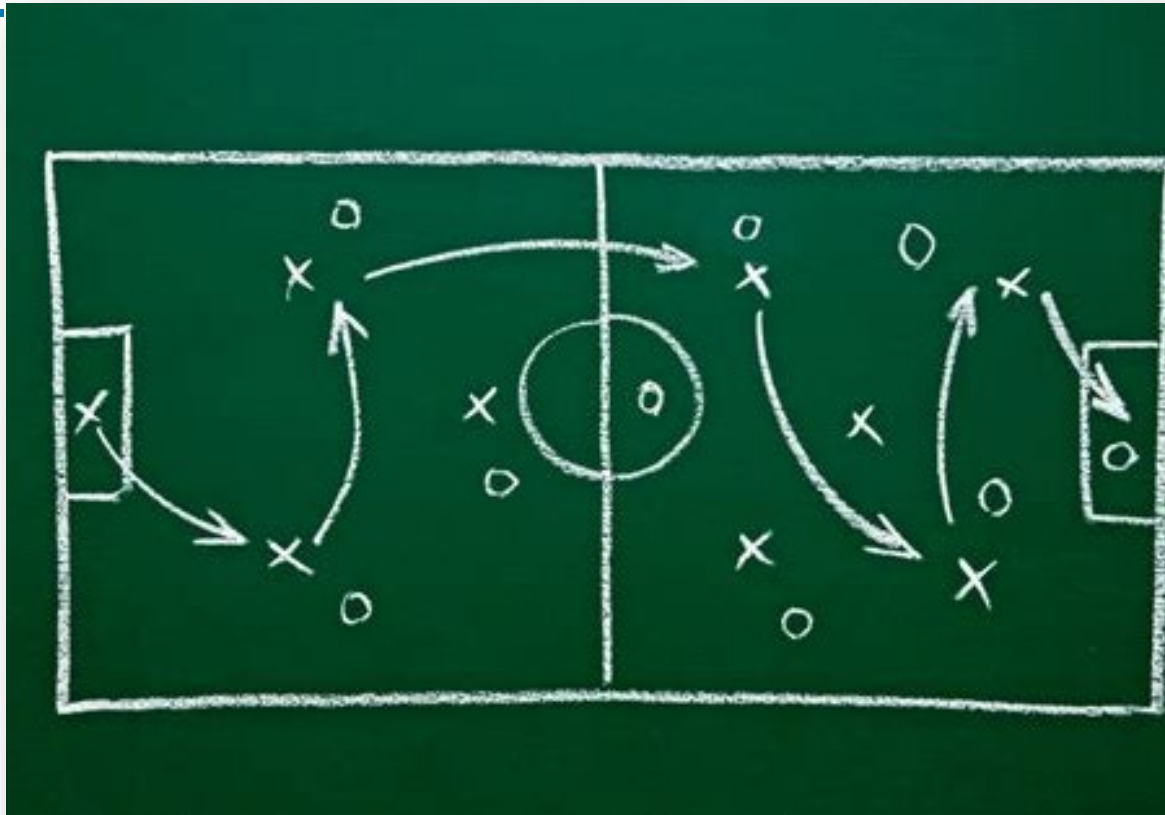
# Game plan

**A.** A strategy or plan for achieving success

**B.** Focusing on what's important.

“My game plan is to secure employment in my field by gaining as much hands-on experience as I can get.”

“If I’m being honest, I walked into this situation without a clear game plan.”



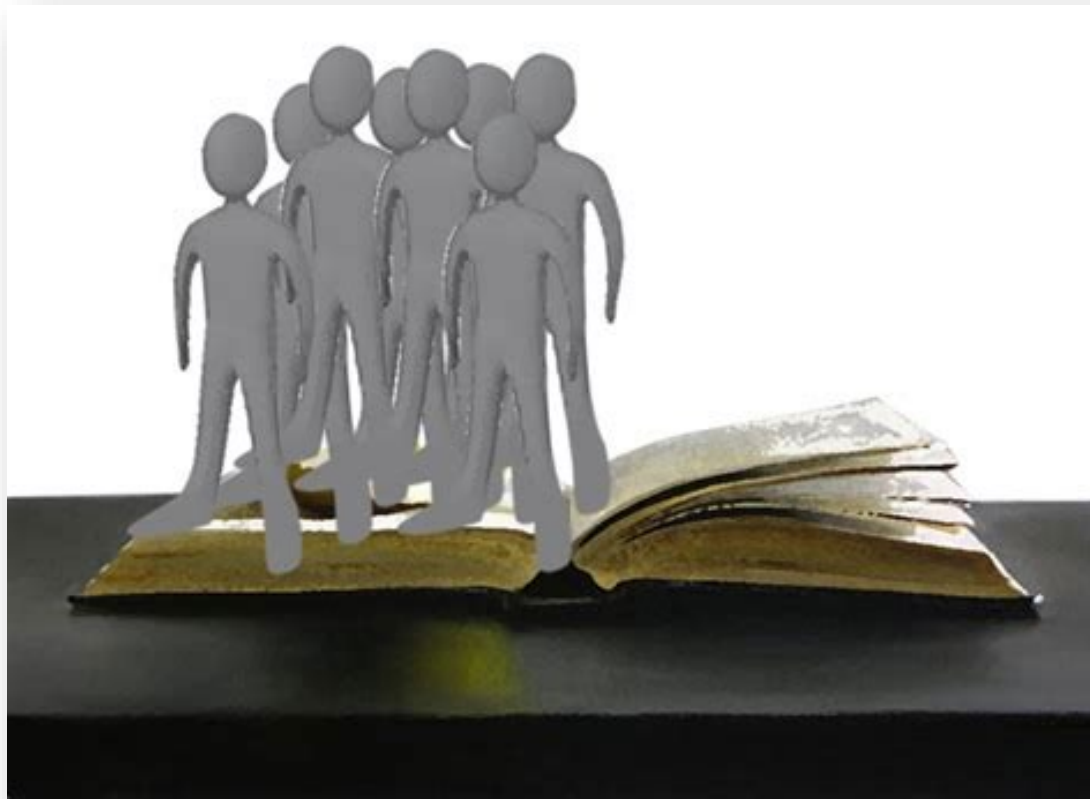
## On the same page

**A.** To be familiar with current information.

**B.** To have a shared understanding with others.

**“We all need to be on the same page before we try to present this complex idea to the boss.”**

**“We’re not on the same page. Please listen to what I am saying.”**



# The elephant in the room

**A.** Something difficult to comprehend.

**B.** An obvious problem or controversial issue that no one wants to discuss.

“We should have discussed our pending litigation, but no one wanted to talk about the elephant in the room.”

“We all sat sipping our tea quietly, no one wanting to bring up the elephant in the room about Joel’s expulsion from college.”



# Throw him under the bus

**A.** Teach him a lesson.

**B.** To criticize or blame someone else in order to avoid blame or gain an advantage.

“He tried to throw his employees under the bus but it was clear he was responsible.”

“Thanks for throwing me under the bus, now I’m in trouble with my mom.”





# QUESTIONS?



**[www.wrksolutions.com](http://www.wrksolutions.com)** 1.888.469.JOBS (5627)

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations a minimum of two business days in advance.) Relay Texas: 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711

A proud partner of the **americanjobcenter** network

# Presenters

## **Victoria Hinojosa**

College Navigator  
Workforce Solutions

[Victoria.Hinojosa@wrksolutions.com](mailto:Victoria.Hinojosa@wrksolutions.com)

## **Cledor Ndiaye**

Quality Assurance Analyst  
Workforce Solutions

[Cledor.Ndiaye@wrksolutions.com](mailto:Cledor.Ndiaye@wrksolutions.com)

## **Jasmin Grabowski**

College Navigator  
Workforce Solutions

[Jasmin.Grabowski@wrksolutions.com](mailto:Jasmin.Grabowski@wrksolutions.com)

## **Arcella Reyes**

Advisor  
Lone Star College AEL Program

[Arcella.d.reyes@lonestar.edu](mailto:Arcella.d.reyes@lonestar.edu)