



About English
IMPROVING COMMUNICATION IN ENGLISH

Speaking and Listening to Clients

This training has been drawn up to improve the language of care for staff whose first language is not English. They may be able to speak everyday English but often lack the appropriate language of care to be able to support, encourage and empathise.

The initial course covers language for responding to clients' needs and requests and giving simple instructions and information. Attention is paid to the register and vocabulary used in order to be polite, reassuring and encouraging. How to respond to clients' comments in everyday conversation is practised and learners listen to audio clips to improve comprehension and response.

Staff on the course are taught mainly through role play and discussion.

Training content includes:

General conversation, such as: "Would you like "....."Are you warm enough? "....."I'll fetch it for you"....."Here you are"

Instructions are prefaced by "shall I/we"....."could you"....."I'm just going to....." "Could you lean forward, lean back, hold on.."

Reassuring expressions include "Don't worry"....."Try not to.... " "I'll help you"

Response is practised to possible scenarios, such as: " I can't find..." "I'm thirsty" "I'd like to go to my room"..... "I miss my husband/wife/daughter" "My leg hurts"

Listening to audio clips of residents and other staff to illicit discussion and possible comments.

It is expected to teach this course at E2/E3 with reference to the content of the embedded/work related ESOL Skills for Life Module 1 - Communicating in Care.

Courses at higher levels would improve the ability of staff to hold longer and deeper conversations with the individual; to exchange information with other members of staff; and improve telephone manner and report writing.

The content of all courses could be amended to include specific requirements of individual organisations.

The course tutor is Jane Pollard. She has led ESOL (English for Speakers of Other Language) programmes, has drawn up various courses and training units and has qualifications in TESOL (Teaching English to Speakers of Other Languages) up to Masters level.

(CV provided on request)

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STOP AND LISTEN

This is the wrong way

I'm cold. Can you close the window please?

You haven't finished your tea, it'll go cold.



STOP AND LISTEN

Now the right way



I'm cold. Can you close the window please?

Certainly, would you like a blanket?

No, thank you. That's better.

Now would you like to finish your tea?





Could you move forward in the chair, please?





**My daughter's
coming today.**

**Oh that's nice
are you going out?**

**Yes, she's picking me
up at two o'clock.**

