ENGLISH WORKPLACE TOOLKIT (EWT)

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ABSTRACT

English Workplace Toolkit or EWT is a module designed for fresh graduates who are in search of ways to improve their command of the English language at the workplace. The objectives of this module are to improve English proficiency in key areas of job applications and interviews and apply the target language effectively for a variety of purposes in the workplace. Referring to Gagne (1965) Nine Events of Instruction, the module incorporates the instructions in each of its components. To address the needs of workplace communication, all materials were formulated to be manageable by novice users and incorporated beginners to intermediate English language competencies. This module place emphasis on the use of English language suitable to the Malaysian context. EWT can be accessed through its website designed with a user-friendly interface. Users of EWT can use the module independently through self-directed learning or used by language instructors as an aid in their teaching delivery.

Keywords: english for workplace, english for specific purpose, effective communication skills, workplace discourse, instructional design

1. INTRODUCTION

The need for effective communication skills in the workplace remains relevant in the age of globalisation and technological advancement. In particular, the demand for Malaysian employees who are proficient in English language is linked to their employability rate as discussed by Stapa, Maasum, Mustaffa, and Darus (2008). The key finding of their study was the need to incorporate 21st century skills in teaching programme for communicative purposes focusing on the English language. Almost a decade later, Stapa et al. (2008) data remains applicable to today's scenario surrounding English literacy and employability as shown by Ahmad-Tajuddin, Jauhar, and Abdul (2017). In the more recent study, results from the in-depth interviews with stakeholders revealed that a good and positive character together with adequate professional communication skills in English are essential (Ahmad-Tajuddin et al., 2017). Other studies such as Saleh and Murtaza (2018) and Moslehifar and Ibrahim (2012), reported similar results that suggest the importance of English in Malaysian workplaces. Having the required skill and knowledge provide an added advantage for fresh graduates seeking for employment. This results to the idea of developing an online based module, English Workplace Toolkit (EWT).

1.1 Objective

To improve English proficiency in key areas of job applications and interviews and apply the target language effectively for a variety of purposes in the workplace.

2. ENGLISH WORKPLACE TOOLKIT (EWT)

The EWT website was designed based on the understanding that fresh graduates need some guidance and practice to prepare them further in their respective workplace.

3. MATERIAL

Based on Gagne (1965) Nine Events of Instruction, the module was developed by including the instructions in each of its components. Using a variety of stimuli, the module seeks to achieve the learning outcomes in consistent with the objectives of EWT. The website can be accessed through its link at https://www.englishforworkplacetoolkit.com/. As for the materials for the content, the developers adapted and adopted resources from the internet before organizing them in a user-friendly infographics.

4. METHOD

The website for EWT was designed solely using Wix.com, a free website builder that enables the users to create their own website seamlessly. To create a personal website, users need to create an account first before signing in. In EWT, the developers incorporate Gagne's (1965) nine (9) events of instruction that may enhance student learning; gain attention, inform leaners of objectives, stimulate recall of prior learning, present stimulus, provide learner guidance, elicit performance, provide feedback, assess performance, and enhance retention and transfer.

5. FINDINGS

Online learning resources are one of the means to support the 21st century learning approaches. EWT will be tested for efficacy for future improvement.

6. CONCLUSION

Employers value the employees' ability to communicate professionally and effectively in English. Thus, being able to converse well in English is among the most sought-after skill in the Malaysian workforce. This encourages learners to constantly practice the language and make use of the free materials online.

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