



## Language Skill

### Skill for Success: Reading

**Task:** Read an email from a colleague expressing frustration with another co-worker's behaviour.

Language for Success (LFS)	
Level	SFS 3 / CLB 7
CLB relates to SFS (from LFS Framework)	Find and integrate different ideas, or compare and contrast information in a range of reading materials that may deal with facts, opinions, and feelings.
CLB Skills and Competencies	Reading: <ul style="list-style-type: none"> <li>Interacting with Others</li> </ul>
Estimated Time	Approximately 1.5 hours

Knowledge and Context	
Grammar and Language Focus	<ul style="list-style-type: none"> <li>Recognizes writer's purpose and intent</li> <li>Understands common types of humour and many implied meanings</li> <li>Infers idiomatic language from the context</li> <li>Understands some cultural references</li> <li>Uses critical skills to interpret text</li> </ul>
Workplace Culture	<p>In the Canadian workplace:</p> <ul style="list-style-type: none"> <li>Punctuality is highly valued. Many workplaces expect staff to arrive early or on time for meetings.</li> <li>Sharing information with coworkers and your team in a prompt and professional manner is vital for project success.</li> <li>Maintaining a respectful demeanor and a positive attitude is highly regarded and contributes to a healthy workplace environment.</li> </ul>
Equity, Diversity, and Inclusion	Use diverse representations of people in all learning materials and images, including people who are 2SLGBTQ+, Indigenous, Francophone and of other cultures, and people who have disabilities or who are neurodivergent.





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Learning Activities and Tasks	
<b>Warm Up</b>	<ul style="list-style-type: none"> <li>Ask learners if they've ever received an email discussing another coworker's behaviour. How did feel about this? How did they respond?</li> </ul>
<b>Skill-building Activities</b>	<ul style="list-style-type: none"> <li>Elicit Canadian workplace norms and expectations around punctuality, teamwork, written communication, and attitude.</li> <li>Review formal and informal email format and language.</li> <li>Read an informal email and discuss the coworkers' behaviour to identify the following:                             <ul style="list-style-type: none"> <li>Implied meaning</li> <li>Purpose of the message</li> <li>Reader/writer relationship</li> <li>Mood and attitude of the writer</li> </ul> </li> <li>Explicitly teach common idioms found in emails.</li> </ul>
<b>Skill-using Tasks</b>	<p>Read several informal emails to identify the following in relation to the coworker's behaviour:</p> <ul style="list-style-type: none"> <li>Implied meaning</li> <li>Purpose of the message</li> <li>Reader/writer relationship</li> <li>Mood and attitude of the writer</li> </ul>
<b>Assessment Tasks</b>	<p>Read an informal email to identify the following in relation to the coworker's behaviour:</p> <ul style="list-style-type: none"> <li>Implied meaning</li> <li>Purpose of the message</li> <li>Reader/writer relationship</li> <li>Mood and attitude of the writer</li> </ul>
<b>Reflection</b>	<p>Consider the following:</p> <ol style="list-style-type: none"> <li>What reading skills and strategies did you employ to understand these emails?</li> <li>What strategies can you use to effectively deal with conflict in the workplace?</li> </ol>





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Resources	
Outings and Guest Speakers	N/A
Extension Activities	<ul style="list-style-type: none"> <li>• Write responses to the emails.</li> <li>• Write an email to your supervisor asking them to address some of the issues raised.</li> </ul>
Realia	<ul style="list-style-type: none"> <li>• Authentic informal emails expressing frustration with another co-worker's behaviour.</li> </ul>
Websites, Videos, and Other Resources	<ul style="list-style-type: none"> <li>• <a href="#">Grammarly: Email Etiquette</a></li> <li>• <a href="#">New Canadians: Adapting to the Canadian Workplace Culture</a></li> <li>• <a href="#">Arrive: Adapting to Canadian work culture as a newcomer</a></li> <li>• <a href="#">Skills for Success: Reading</a></li> <li>• <a href="#">UP Skills for Work: Reading</a></li> </ul>

### SAMPLE EMAIL

Subject: Small Issue at Work

Hello Fatema,

Hope you're having a nice week.

I wanted to bring up a small issue that has become somewhat of a pattern in recent weeks. Sam has been arriving 15-20 minutes late to work for each shift that he has scheduled. I realize that everyone may be late now and then, but this has been every day, and it really affects the store opening procedures. I don't know how to bring it up to him and I was hoping that you as manager could speak with him about it. I know he has another job, so it's probably just been a busy few weeks for him, but it's been very difficult for me and Sarah to open the shop without him being on time to do his duties.

I am available for a call this afternoon or tomorrow at 11 am if you'd like to chat with me.

Thanks,

Celina

