

Workplace Literacy Example Topics

1. Communication Expectations

- greeting coworkers
- asking questions
- making small talk
- reporting problems and progress
- calling in sick or late
- requesting time off or permission to leave early
- asking for and giving clarification and verification

2. Following Instructions

- identifying listening strategies for directions
- understanding quality control language
- giving feedback to directions
- giving and responding to warnings
- following worksite rules
- following safety rules

3. Job-Specific Terminology

- identification of one's duties
- description of tools, equipment and machinery
- identification of products and processes

4. Cross-Cultural Factors

- food and eating habits, personal hygiene and appearance
- cultural values of America and the American workplace
- understanding "unwritten rules"
- understanding appropriate problem-solving strategies

5. Company Organization and Culture

- personnel policies, procedures, and benefits
- performance evaluations
- rewards and recognition
- understanding the need for training
- understanding career opportunities
- understanding what a "valued" worker is