

Theme: Exploration of the Service Industry	Length: 3 hours	
Topic: Canadian Workplace Norms & Expectations Body Language Professionalism A Good First Impression Introductions	Target Audience: CLB 4 - 5	
Lesson Objective(s)/Task(s): Students will read and discuss workplace norms in Canada Students will read, listen, and discuss professional behavior in Canada and make a list of examples Students will read about and discuss body language Students will apply learned body language, professionalism, making a good first impression and making introductions.		
Learner Outcome(s): By the end of this lesson students will be able to... Listening - Understand many simple questions (4) - Follow simple oral instructions (4) - Use non-verbal communication to show interest (4) Speaking - Join in conversation on familiar topic (5) - Introduce two people to each other (4) - Open, maintain, and close a conversation (5) Reading - Understand the main ideas and some details of a text 2 -3 paragraphs in length (5) Writing - Write about personal experience (4)		
Resources and Materials: PPT "Canadian Workplace Norms" adapted from <i>You're Hired...Now What?</i> PPT "Body Language" adapted from <i>You're Hired...Now What?</i> Projector or Smart Board		
Activity	Timing	Possible Roadblocks & Solutions
1. Warm-Up - Instructor welcomes students and collects any homework from the previous class - Instructor writes "Work" "Job" "Occupation" on the board and asks students what they know about these words and what they know about occupations in Canada - Instructor writes "norms" on the board and elicits definition. Facilitation of a discussion on workplace norms in the students' countries of origin and what they believe Canadian norms to be will follow	15 minutes	Students may lack prior knowledge of these concepts in English, so the instructor must be careful not to monopolize too much time explaining, but continue asking questions to assist in discovery

<p>2. Workplace Norms - Instructor uses the PowerPoint Presentation “Canadian Workplace Norms” to facilitate understanding and discussion of workplace norms in Canada. The instructor may ask the class whether the information on each slide is similar to or different from their own countries’ norms.</p>	<p>45 minutes</p>	
<p>3. Body Language - Instructor uses the PowerPoint Presentation “Body Language” to facilitate understanding and discussion of a variety of open and closed body language communication. Students will practice two example scenarios.</p>	<p>30 minutes</p>	
<p>4. Making a Good Impression - Continuing in the same PPT, the instructor gives an overview summary of cultural norms and body language that can help an employee make a good impression. Students practice one example role play scenario.</p>	<p>15 minute break</p> <p>30 minutes</p>	
<p>5. Introductions and Meeting People - The instructor continues in the same PPT to the section on self introductions. Students practice briefly. The PPT continues on to tips for introducing others. Students practice in groups.</p>	<p>30 minutes</p>	
<p>6. Homework - Instructor goes over homework</p> <p>Homework: - Students will write a journal entry detailing the similarities and difference between Canadian norms, body language, and methods of making a good first impression with their country of origin. This can be one simple paragraph. - Students will read the first set of business idioms and write an example sentence for each.</p>	<p>15 minutes</p>	
<p>Notes:</p>		
<p>Written By: Laura Mitchell</p>		