

English for Specific Careers: Schools – Week 2 (Communication and Customer Service)

Element	Description				
Objectives:	• Understand the importance of effective communication in school environments. • Identify verbal and nonverbal communication techniques. • Demonstrate active listening skills. • Communicate effectively with students, families, and staff. • Apply conflict prevention and de-escalation strategies. • Practice communication skills through role-playing activities.				
Materials:	• Week 2 Presentation Slides • Burlington English Account				
	Session 1				
Presentation:	Slides 1-18 • Use the slides to guide instruction. Pause throughout the presentation to explain key concepts, clarify information, answer participant questions, and check for understanding. Encourage discussion and provide real-world examples to help participants connect the content to school support roles.				
BEFORE NEXT CLASS Please upload class summary and attendance to the Teachers Portal. Thank you!					
	Session 2				
Presentation	Slides 19-26 • Use the slides to guide instruction. Pause throughout the presentation to explain key concepts, clarify information, answer participant questions, and check for understanding. Encourage discussion and provide real-world examples to help participants connect the content to school support roles.				
Burlington English	Slide 26 • Burlington English (Communicating with Customers) <table border="1"> <tr> <td>Username</td><td>CCDA ESC</td></tr> <tr> <td>Password</td><td>CCDA!</td></tr> </table>	Username	CCDA ESC	Password	CCDA!
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