



Cultural Linguistic Services
OFFICE OF HUMAN RESOURCES
UNIVERSITY OF WISCONSIN-MADISON

Employee Learning Center English Learning Newsletter

Wednesday, April 22, 2020

New words of the week:

The pandemic has caused a wave of **scapegoating** (blaming others for our problems).

Some government leaders are **passing the buck** (shifting responsibility) for pandemic solutions to others. However, the **buck stops** with leaders who accept the responsibility to make difficult decisions and act.

Teamwork

Many people think of sports when they think of teamwork, but the truth is teamwork is just as important in the workplace as it is on any sports field. You need to know how to work with others to achieve a common goal. If you can't respect and trust your teammates, you'll never be an effective team.

A great example of teamwork is the "Active Listening" exercise in which you repeat what someone says to make sure you heard it correctly. Here is an example conversation:

Karen: It's unbelievable how much time gets wasted waiting for my internet to cooperate!

Jen: So I hear you saying you feel unproductive because of technology problems.

Karen: That's right.

-adapted from **8 Critical Soft Skills for Workplace Readiness** by Conover Co.

Phrases for conversation:

Use these phrases to confirm your understanding of what someone has said:

- **So what you're saying is this...**
- **Let me see if I've got this right...**
- **So what you've said is...**
- **I get the message.**
- **I see where you're coming from.**
- **I hear you loud and clear.**

-adapted from **Perfect Phrases for ESL Conversation Skills** by Diane Engelhardt

Proverb:

"A friend in need is a friend indeed"

Meaning: someone who helps you when you really need it is a true friend.



More Practice:

Go to www.breakingnewsenglish.com and click on **Latest News Lessons** to read about current events. Choose Levels 0 ("easier") through 6 ("harder").

***BE CAREFUL – DON'T click on the many advertisements!**

For Fun: Watch **Some Good News with John Krasinski** on YouTube:

https://www.youtube.com/channel/UCOe_y6KKvS3PdIfb9q9pGug

