



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

Employee Learning Center English Learning Newsletter

Wednesday, April 29, 2020

New words of the week:

We must be careful to not **jump the gun** (start too quickly) and open up our businesses too soon.

We should not **take our foot off the gas** (slow down) in the effort to eliminate COVID-19.

Professionalism

Most businesses hold their employees to high standards of professionalism, and it's up to each employee to know and follow those standards. You are responsible for knowing the expectations about what you can and can't do in your workplace. "I didn't know" is not an acceptable excuse.

You need to know your work rules for:

- Dress code
- Conduct (Behavior)
- Communication
- Technology and social media use
- Safety

+ anything else of importance

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

Phrases for conversation:

Use these phrases to make a formal complaint:

- **I wish to express my concern about** the charges on my bill.
- **I'd like to lodge a complaint** against my landlord.
- **There seems to be a mistake** on my invoice.
- **I have an issue with** the repairs done on my car.
- **I'm dissatisfied with** my order.
- **I want to object to** the noise in my building.

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

Proverb:

"Don't put the cart before the horse."

Meaning: don't plan for less important things ("cart") before you take care of the most important thing ("horse").



More Practice:

Go to **Reading Skills for Today's Adults** at Marshall Adult Education:

http://resources.marshalladulthoodeducation.org/reading_skills_home.htm

Read and listen to stories at easy or more difficult levels.

READ THE STORIES

Read the stories on-line

Reading Skills are divided into 2 groups. Click on the group you want to read.

Group 1 - Levels 0.7 to 4.5

Group 2 - Levels 5.0 to 8.0

Click on **Group 1** or **Group 2**



EXPLORE WONDERS

For Fun: Go to www.wonderopolis.org and click on **Explore Wonders** to find many interesting topics to learn about!