

Language learning course case study (Learner Training/ Reading and Writing- Memos, Questionnaires, Notes, Reports, Minutes)

Worksheets 1- Background documents

Please answer all the following questions by circling **one** answer that most closely matches your opinion. If you have any further comments, please write them in the space given at the end.

Name: _____

Department: _____

Position: _____

- 1) How often do you use a foreign language in your job?
 - a) Very often
 - b) Quite often
 - c) Sometimes
 - d) Seldom
 - e) Very rarely
 - f) Never

- 2) Amongst the many types of training available (computer training, management skills training etc.), how much of a priority is language training for you?
 - a) By far the highest priority
 - b) The highest priority
 - c) One of the highest priorities
 - d) One of the lower priorities
 - e) Not a priority

- 3) As the type(s) of training we choose will need to be within the annual budget, which of these do you think would be most effective in improving your language skills at work?
 - a) Lessons once a week throughout the year
 - b) Lessons twice a week for 6 months, then a break until the next financial year
 - c) Lessons 3 times a week for 4 months
 - d) A one month intensive course every year.
 - e) A two week course in a foreign country once a year
 - f) Two one week courses in a foreign country every year

Other comments _____

From: HR management

To: All staff

RE: the English training questionnaire

First of all, thanks to all those who have already returned their *questionnaires*. I have had a quick look at them and I am sure your answers will be very helpful when we write *the report* next month on which kinds of training we will provide next year. If anyone hasn't returned theirs already, please email or fax it to me by the middle of next week, or leave it on my desk with *a note* with attached with that day's date.

Thanks

Rajiv

Language training options for the next financial year

Terms of reference

This report was written by Rajiv Gandhi, Head of HR, in order to help the company decide how to increase the language skills of our workforce to cope with the globalization of our business

Procedure

A *questionnaire* on the use of foreign languages at work and opinions on how to develop these skills was sent out to all employees of the company.

Findings

The use of language and opinions on how to use it are quite mixed:

- 1) Most of the employees use a foreign language "sometimes" or "quite often", but 15% use a foreign language "very rarely" or "never". The highest use of English is in the Sales Department and the lowest is in the Accounts Department.
- 2) Over 60% of employees rate improving language skills as "the highest priority" or "one of the highest priorities". Only 5% rated it as "not a priority"
- 3) There was no clear favourite way of arranging the lessons, with each of the available options getting between 10 and 20%. There is a slight but clear trend for executives to prefer short intensive courses and middle managers and below to prefer extensive courses.

Conclusions

Further analysis of the data will be necessary before a final decision is reached on where and when lessons are provided, but it seems likely that more than one option is needed.

As well as the questions raised in the questionnaire, other issues to be decided include:

- 1) Will lessons be obligatory or optional?
- 2) If employees sign up for courses or are made to go, how will their attendance and progress be checked and how will they be made to come?

John

Mr Jones phoned when you were out to ask if you can write a *memo* to chase up the *questionnaire* slow coaches

Cheers

Alex

Date: 21/**/20**

Time: 15:00

Present: Harry Pearson, CEO; Roger Strange, Head of Accounts; Rajiv Gandhi, Head of HR; Susan Sarandon, Head of Sales

Absences: none

Apologies: Trevor MacDonald, Head of R and D

Minutes: RG

The *minutes* of the last meeting were checked and agreed upon.

The issue of language training needing to be provided for Sales staff and others was discussed.

RS mentioned that there were some staff who never used foreign languages.

RG stressed that even staff who do not need foreign languages now might need them in the future.

SS and HP agreed.

RS reported that several of his staff had told him that computer training was more of a priority for them.

It was agreed that before further action was taken a *questionnaire* would be sent out to all staff- AP; RG

It was also agreed that a *report* would then be written up before the next meeting- AP; RG