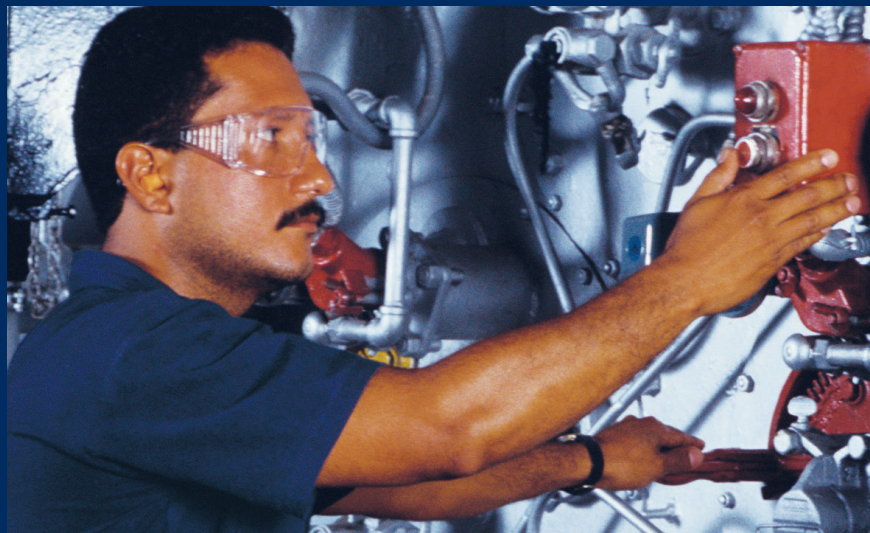




English
Proficiency
Systems

Is a lack of English proficiency curbing profitability in your culturally diverse workplace?





You wouldn't expect your employees to perform their jobs without the proper training. In your culturally diverse workplace, a sixth grade level of English proficiency is a must-have for limited and non-English speakers. Without it, they may not have the comprehension and communication skills to perform successfully.



They don't have the tools to understand essential procedures for:

- Meeting government regulations
- Following safety guidelines
- Operating and maintaining electrical and mechanical equipment

They may not:

- Communicate effectively with customers, vendors, managers and fellow employees
- Fully understand company policies and procedures
- Prepare required written documentation

English Proficiency Systems' customized workplace communication system unleashes the untapped asset of your employees who have limited or no English proficiency. Their increased English proficiency translates into your increased profitability.

The Quickest Solution for English Proficiency & Productivity

EPS' proven learning system dramatically shortens the learning curve compared to ESL (English as a Second Language) courses.

Customization is Key

Unlike typical ESL generic reading courses, EPS customizes our programs to your workplace, so employees quickly learn the vocabulary/workplace words and concepts applicable to their jobs and your company. We custom build EPS' programs around workplace vocabulary provided by your department management. Your EPS programs could include language from your safety policies, important terms contained in signs and charts, information about hazardous material, names of machine parts, and production procedures, so your employees learn English that can help them become productive more quickly.

This organizational learning approach introduces and improves English fluency and comprehension, enabling limited English speakers to increase your company's profitability. After completing EPS' system, they can identify and resolve problems, improve job skills, provide suggestions for improvements, assume additional responsibilities, and better understand their job description and employee benefit plan.

Companies whose employees have reached a basic level of English proficiency have reduced overtime, product loss, downtime, work-related injuries and turnover. The blending of diverse cultures in the classes forges a strong bond between employees, breeds a team mentality, facilitates departmental cross-training efforts, and creates interpersonal relationships that extend into break times and lunches. In addition to improving productivity, communication enhances their personal job satisfaction and career development.

Employees also reveal that their expanded communication skills greatly improve the quality of their lives through more meaningful relationships with fellow employees and members of their community.

Shortening the Learning Curve: Assessment, Phonemics, Decoding

Recognizing that employees' needs vary, EPS conducts personal interviews and individual pre-assessments that help determine in which program each employee should be placed.

Employees in EPS' programs achieve English proficiency at a rapid pace due to the system's foundation—phonemic awareness—learning the sound and symbol relationships of English characters. They transfer knowledge of their own languages to English through decoding—learning how to construct words from individual sounds. To achieve even greater reading proficiency required for supervisory and management positions, employees learn how to comprehend written text.

EPS' Customized Workplace Communication System

The following programs, processes, and materials are customized with your company's language to generate benefits to your bottom line quickly and efficiently.

EPS' Customized Communication Programs

English Decoding Program: Understand the components of the English code using your company's workplace vocabulary; learn the seven kinds of syllables, short/long vowel patterns, and the phonetic influences from Greek, Latin, and Anglo-Saxon word origins to understand the most complex meaningful units of sounds in the English language

Comprehension and Fluency Program: Build vocabulary and increase comprehension through discussion of nonfiction reading with a focus on pronunciation, intonation and phrasing at a higher level of English proficiency in all forms of communication required for supervisory and management positions

EPS' Customized Communication Process

- Personal interview and pre-assessment to determine initial placement
- Customized audio program designed for your employees

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**Learn how English Proficiency Systems unleashes
the power of English proficiency in your multicultural workplace
to increase your company's profitability.
Call (612) 419-6148 or e-mail info@epsco.us for more information.**

English Proficiency Systems Generates Big Benefits

How can employees who aren't proficient in English learn and understand their job requirements, expectations and responsibilities?

How can they work safely and effectively with management and colleagues without communicating in a common language?

CASE STUDY

These were critical issues facing the sanitation manager of a food processing company. After 23 employees, who work with chemicals on a daily basis were enrolled in the system, the company experienced results that exceeded expectations:

- The reduction in production downtime due to sanitation failures and/or equipment being damaged due to sanitation (mainly water) damage had dropped 11% for a savings of about \$250,000 during the first nine months. An additional 3% savings was realized over the next nine months.
- No lost-time injuries in 18 months
- Improved communication with USDA inspectors occurred during inspections.
- Employees could understand and follow procedures in USDA inspected areas. They could read charts and follow cleaning procedures.
- Employees communicated and worked well with each other which provided opportunities to cross-train them.
- High employee retention resulted due to increased job satisfaction and morale.

The sanitation manager credits his team's success to their acquired proficiency in English and their improved ability to communicate. "My people immediately contact the right people when they have an equipment problem rather than letting it go until production start up or a bilingual person happens to come by. They read and understand the safety posters."

The department's chemical vendor, Bob Embrey of LW Chemicals, Inc., also recognized improvement in their ability to work safely. "Safety is a huge concern for companies with a culturally diverse workforce since it is tied to one of the biggest expenses with workman's compensation, medical/accident, OSHA, and related insurance premiums. The financial benefits derived from reducing accidents alone are tremendous to companies. The success of EPS' system helped Mike's crew eliminate accidents. I will recommend it to other customers who are interested in improving plant safety."

English Proficiency Systems' participants reap personal benefits

Not only do employees learn to read, comprehend and speak English, but they also **learn to think in English**. They reveal greater confidence and self-esteem as a result of their newly acquired proficiency.

After completing all three EPS' programs, **a Hmong man** in his early 40s who had no previous formal education in his primary language **earned United States citizenship**. This first formal education experience helped him expand relationships at work and in the community. People tell him that they now understand him because of his clear pronunciation.

A 25-year-old **Somali man** credits the system for enabling him to garner a **job with KMart** because of his pronunciation, reading and communication skills that he learned. (He had previously taken an ESL class that focused on grammar and memorization of words. After two years in that ESL class, he was unable to read and speak much English.)

EPS' system provided a thorough understanding of the construction and sound of English words to **a Hispanic man** in his late 40s who had no English training. He says that because of learning English in this system, he **can join weekly meetings with managers and supervisors**, understand the discussions that take place, and **can easily talk with them**. He can read work instructions and sanitation manuals, talk to USDA inspectors and complete all required paperwork. When he applied for and obtained a loan, the bank representative commented on how good his English was.

A Chinese man—a senior corporate database analyst with a Master's Degree from Marquette University—improved his communication and pronunciation skills, enabling him to create and deliver presentations and seminars to his colleagues. The system also enabled him to think in English, so he **"can communicate with my clients effectively."**

EPS' system dramatically changed the life of **a Hispanic man** in his mid-60s. He admits he is more productive at work, because he understands everything he reads and hears. In fact, he **no longer requires an interpreter** when interacting with medical care providers and can explain what he needs to mechanics and government officers. He now has a checking account instead of being forced to rely on cash for making purchases.



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