

# Choosing a program to build English proficiency and increase profitability in your culturally diverse workplace

According to the Center for Adult English Language Acquisition, adult education is most effective when it relates to the learner's real needs and builds on their knowledge and experiences. An effective English learning program incorporates pertinent cultural information into a safe, comfortable environment. For employees in culturally diverse workplaces, it is essential to incorporate the language and culture of the company and the industry in which the company competes.

## A Comparison of English Learning Programs

### English Proficiency Systems (EPS) System

### English as Second Language (ESL) Courses

**Program** Customized, comprehensive system focuses on reading, writing, speaking and listening, emphasizing **your** company and industry language and company experiences to increase employee interest and knowledge; pre-assessment determines where employee begins in the system to ensure greater success.

General courses focus on memorization of conversational communications and grammar within everyday occurrences with little connection to the employee's workplace.

**Method** A systematic approach that builds comprehension and proficiency on a foundation of phonetic rules and decoding principles that enables employees to transfer knowledge of their native language to English, think in English, and continue to progress independently after completion of the program; not dependent on rote memory.

Contextual approach emphasizes memorization with minimal connection between individual lessons, words, phrases and questions; little, if any, phonics (letter/sound associations) encourages employee to continue thinking in his/her native language, inhibiting fluency, and independent, post-class progress.

**Company Outcomes** Employees have sufficient proficiency in workplace communication; company no longer needs English interpreters for communicating company information; employees' English proficiency enables more accurate performance, productivity, and safety; increases job satisfaction and morale; strengthens communication between vendors, customers and outside agencies.

Employees are limited to general, memorized vocabulary and struggle to read and pronounce new words that the workplace introduces; English interpreters continue to be required for communication of company-specific information; English proficiency is limited to current environment.

**Employee Outcomes** Brings the joy and independence that effective English communication introduces into everyday experiences; improves the quality of employee relationships within the company and throughout the community; establishes greater personal confidence and self-esteem.

Limited vocabulary and limited focus on verbal communication restricts improvement in employees' relationships as well as their ability to function in the community; decoding new words is difficult.

\*According to research done for the Mainstream English Language Training (MELT) project (1985), applies to an adult who is literate in native language and has had no prior English instruction.

# EPS' systems benefits summary

- EPS customizes the English Decoding Program using the company's language, so employees learn English with their workplace vocabulary.
- Classes that combine diverse cultures bond employees, create a team mentality, facilitate departmental cross-training, and develop relationships that permeate all facets of the workplace.
- Proper pronunciation of words is heavily emphasized not only in class, but also is reinforced with the take-home audiotape programs used strictly for review/reinforcement only.
- The programs are written so there is no need to review each class period, maximizing class time to expedite learning.
- Phonetic approach makes the system successful even if an employee is not literate in his or her primary language.
- Phonetic instruction—rules and patterns for our complex language—enables employees to master new words.
- Employees become “automatic” in everyday communication.
- Company no longer needs interpreters.
- Pre-assessments place employees into the correct programs and allow them to succeed at their proper instructional level.
- Employees are not required to learn new material on their own at home.
- Your employees' success is a barometer for our success. We monitor your employees' progress during the entire process to make sure they learn at their instructional level, not their frustration level. The EPS way helps them enjoy learning.

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**Find out how English Proficiency Systems can increase profitability in your culturally diverse workplace in just one-fourth of the time required by ESL courses.**



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Proficiency  
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