

NCILT Information Sheet

NUMBER: 27

June 1981

THE AIMS AND OBJECTIVES OF INDUSTRIAL LANGUAGE TRAINING IN THE WORKPLACE

1. We consider better communications in multi cultural workplaces can contribute significantly to human relations, to opportunities for individuals, to participation and to overall industrial efficiency.

2. Aims
 - (a) to help individuals learn the skills and acquire the self-confidence to communicate effectively in English in a multi-cultural workplace.
 - (b) to undertake this work in a way which contributes constructively to the needs of everyone in the workplace who supports the aims of ILT including the management and the trade unions.
 - (c) as a result of ILT, to enable individuals to continue developing their communication skills in English and their self-confidence, and apply them in all aspects of their lives.
 - (d) to work in the specific field of employment towards the building of a genuinely multi-racial society.

3. Priorities
 - (a) to train people who speak English as a second language.
 - (b) to train English speaking people who work with these people.
 - (c) to assist with organised procedures and practices which depend upon good communications (for example, induction interviewing).

4. Approach

4.1 We have developed certain fundamentals in our approach:

- (a) We study and work on the whole process of interaction, which involves language, culture and psychological perception.
- (b) We work with everyone involved in the process of communication, native English speaking people as well as speakers of English as a second language.
- (c) As well as helping individuals learn skills within the context of a set of communicative relationships, we seek to influence that context and the communicative relationships.
- (d) We study the workplace and establish specific aims and methods as a result. However, these aims relate to all aspects of communication at work, and ILT staff have to use their professional expertise to choose the best methods of teaching the necessary communication skills which may not be narrowly job-related in terms of content.
- (e) We recognise that learning to communicate effectively requires that people learn to speak for themselves and, as a result, to increase their control over their own environment. Our teaching methodology has, therefore, to respect and build upon our trainee's existing skills and experience in using English and has to encourage and develop self-directed learning.

4.2 In order to apply our approach and to meet our aims, we need access to the workplace, paid time for students, and flexible use of resources. Promotion and explanation of our work is a necessary precondition for these.

4.3 We cannot define permanently the type of training course we provide, or where and how it is provided. These things develop in response to changes in the employment context - particularly at the present time. The quality of our work has to be continually developed and strengthened in order for us to respond to these changing needs.

Note: The above statement was drafted as a result of extensive discussion between all the professional staff of the ILT scheme between May - November 1980.