

# Unit 1

## An orientation visit to the workplace

### Learner activities

#### Activity 1 Who's who?

Watch the DVD. Complete the information under the pictures.



Name:

\_\_\_\_\_  
Job:  
\_\_\_\_\_



Name:

\_\_\_\_\_  
Job:  
\_\_\_\_\_



Name:

\_\_\_\_\_  
Job:  
\_\_\_\_\_



Name:

\_\_\_\_\_  
Job:  
\_\_\_\_\_



Name:

\_\_\_\_\_  
Job:  
\_\_\_\_\_

#### Activity 2 Introductions and names

When you introduce yourself in the Australian workplace you usually:

- greet the person
- say your full name
- give some extra information if necessary (for example, your role).

In most workplaces, staff are called by their given names. This usually includes the boss. You need to listen carefully to note how to address colleagues. This is generally indicated by the way a person is introduced. For example, if Brenda had said 'I'm Mrs Anderson' you would assume she wants you to use the title **Mrs**.

It's a good idea to repeat the person's name immediately after the introduction and to listen to other staff around you to see how they address each other.

Watch the DVD again. Listen to the introductions and use of the names. Answer the questions.

1. How does Brenda introduce herself?

\_\_\_\_\_

2. What does Oksana say in response to that introduction?

\_\_\_\_\_

3. What is the problem with Brenda's use of Xiao's name?

\_\_\_\_\_

4. How could Xiao have avoided this problem?

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5. What does Xiao say to Naomi to repair the misunderstanding about his name?

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6. Are there any differences in the use of names and introductions in Australia compared to your experience outside Australia?

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### Activity 3 Pronouncing names

In the DVD, we hear Maree correcting Oksana's pronunciation of her name. Oksana put the stress on the first syllable - **Oo (Maree)**, but Maree pronounces her name with the stress on the second syllable - **oO (Maree)**.

*Put the names below into the columns to show the correct syllable and stress pattern. Then add the names of at least six of your classmates.*

**Naomi      Bidar      Brenda      Xiao      Oksana      Anderson**

<b>O</b>	<b>Oo</b>	<b>oO</b>	<b>oOo</b>	<b>Ooo</b>	<b>Other</b>
		<i>Maree</i>			

### Activity 4 Idiomatic language

*Look at these excerpts from the DVD dialogue. With a classmate, think of another phrase with a similar meaning to the words in **bold**. Compare what you have written with others in the class.*

1. Yes, it's a bit of **a rabbit warren**..they're meant to be putting up some new signs once they've finished the renovations.

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2. Well, the handover's at 2.45, so perhaps **knock off** at 3 when the others do.

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3. Oh, sorry, Xiao. It would be **a bit rough** if I called you by your surname all day!

## Activity 5 Perceptions

We can communicate meaning through our words and tone of voice, (verbal) and body language, facial expressions and gestures (non-verbal). Sometimes our meaning is not clear or can be misinterpreted. This can be due to either the speaker or the listener.

*In pairs, brainstorm some adjectives (eg enthusiastic, angry, bored) that you would use to describe each of the characters you watched on the DVD.*

Name	Adjectives
Oksana	
Xiao	
Brenda	
Naomi	
Maree	

*Discuss with your class.*

- Have you chosen the same types of words as your classmates?
- If they are different, why do you think this is?
- What are the verbal and non-verbal behaviours of each person that support your choice of words?

On the DVD Oksana asks Brenda:

*'And what time would you like us to stay to today?'*

She could also have said:

*'What time can we knock off?' or 'When are we allowed to leave?'*

- How might the questions asked in these ways be perceived by Brenda?
- What is the question about notes that Oksana asks Brenda?
- What are some other questions you might ask on your first day?
- If you were Brenda and you had a job vacancy for a new PCA, who would you choose to employ based on what you have seen so far - Oksana or Xiao? Why?