

# English Classes Are Important

## What is communication?

English classes improves your communication skills (read, write, talk, listen) which are important in every job. Communication skills allow you to understand information other people give to you, and allow other people to understand information you give to them. Also, accurate and clear communication skills helps you in every area of your life. Every time you send a text, make a phone call, or give someone directions, you use communication skills.



## Why do I need to take English classes?

Taking English classes improve your communication skills. In English classes, you study skills such as: vocabulary, spelling, grammar (how to use words, sentences, punctuation), composition (writing), and comprehension (understanding what you read). Learning how to write sentences, paragraphs, and essays in school will help you in the work world. Then in a job, you will be able to write good letters, emails, advertisement flyers, manuals — and incident reports (required for workers such as: police officers, firefighters, social workers, safety inspectors, and others).

## But, English is not used in all jobs, right?

You may think English classes only relate to a few jobs, such as writing or editing (proofreading). But EVERY job requires workers to understand instructions and to explain information to customers, coworkers, and supervisors. English skills are important in jobs that you may think may require little communication such as computer repairer, dishwasher, and stockroom clerk. Employers who hire technicians complain that some of these highly skilled workers are unable to explain information to others or write a report about their computer work project. Therefore, colleges require computer technicians, auto mechanic, and other majors to pass English speech and writing tests to earn a Certificate or degree!

Some jobs require excellent communication skills. **Politicians** must make speeches to large groups. **Sales workers** must be able to speak both on the phone and in person to sell the company's products. **Lawyers** and **managers** need to explain problems clearly and explain information to others. **Health care workers** must be able to understand patients' questions and make patients understand directions. **Counselors** must be able to listen to the client situation; then communicate helpful tips to solve problems.

## How do I improve my communication skills?



Take English classes to learn communication skills. In addition, join after school groups such as clubs, sports, and volunteer sites to force you to interact with all types of people to improve your communication skills. Join the school newspaper staff or yearbook staff to improve your writing skills. Join the debate team to develop thinking and speaking skills. Join the Associated Student Government (ASB) class to practice negotiation (reaching an agreement) skills and public relations (advertising) skills.

**Basic communication skill tasks require:** 1) communicate with others; 2) follow spoken, written, and verbal instructions; 3) write sentences and paragraphs to fill out forms and prepare basic work reports for supervisors.

**Intermediate communication skill tasks require:** 1) read technical reports; 2) give and follow instructions; 3) persuade (talk people into) a point of view; 4) write essays to prepare letters, emails, and technical reports for supervisors.

**Advanced communication skill tasks require:** 1) ability to speak in front of groups of people; 2) ability to accurately research and write reports; 3) ability listen and negotiate (reach successful agreements with others); and 4) ability to supervise or train others.



## Level of Communication Skills Needed for Careers

U.S. Department of Labor, Occupational Outlook Quarterly

### Basic Communication Skills:

Bank tellers  
Bus drivers  
Cashiers  
Computer technician  
Correctional officers  
Counter and rental clerks  
Court reporters  
Customer service representative  
Dispatchers, police and fire  
Flight attendants  
Food service workers  
Funeral director and assistants  
General office clerks  
Graphic artists  
Hair stylists and manicurists  
Home health aides and personal assistants  
Installers and repairers, all types  
Landscaping/grounds supervisors  
Massage therapists  
Mechanics, all types  
Medical assistants and transcriptionists  
Nursing aides and psychiatric aides  
Occupational therapy assistants/aides  
Physical therapy assistants and aides  
Postal clerks and mail carriers  
Preschool teachers  
Receptionists  
Service and repair technicians  
Shipping and receiving clerks  
Taxidivers and chauffeurs  
Ticket agents  
Wedding consultant



### Intermediate Communication Skills:

Adjusters, investigators, and collectors  
Architects  
Computer support specialists  
Computer technicians and repairers  
Customer service representatives  
Dental assistants and hygienists  
Designers (interior, floral, fashion)  
Diagnostic medical technicians  
Employment interviewers  
Financial managers  
Fitness trainers and aerobics instructors  
Government code inspectors, all types  
Health information technicians, records clerks  
Hotel desk clerks and supervisors  
Human resources and personnel clerks  
Insurance agents and brokers  
Librarian and library technicians  
Medical assistants, secretaries, technicians  
Medical therapists  
Paralegals and legal secretaries  
Pharmacy technicians  
Physical therapists and aides  
Police officers and special agents  
Private detectives and investigators  
Property managers and rental agents  
Real estate agents, brokers, and appraisers  
Receptionist and information clerks  
Recreation workers and directors  
Registered nurses and nurse's aides  
Respiratory therapists  
Restaurant workers and hosts  
Retail sales workers and managers



**Intermediate Communication Skills (Continued):**

Secretaries and administrative assistants  
 Securities (stocks)/ financial services salespersons  
 Social and human service assistants  
 Social media content specialist  
 Skincare specialist and makeup artists  
 Sports officials and referees  
 Supervisors, all types  
 Teacher aides  
 Travel agents and travel guides  
 Web design/maintenance technician

**Advanced Communication Skills:**

Actors, directors, and producers  
 Administrative service managers  
 Adult education teachers  
 Agricultural scientists  
 Air traffic controllers  
 Biological and medical scientists  
 Chemists  
 Commercial pilots  
 Dentists  
 Engineers and engineering managers  
 Foresters and conservation scientists  
 Fund raiser (non-profit group or political)  
 Geologists and geophysicists  
 Government chief executives and legislators  
 Lawyers and judges  
 Management analysts and consultants  
 Manufacturers' and wholesale sales representatives  
 Managers, all types  
 Meteorologists  
 Optometrists and optometry technicians  
 Pharmacists  
 Physicians and physician assistants  
 Physicists and astronomers  
 Podiatrists  
 Psychologists  
 Public relations specialists  
 Radio and television announcers  
 Reporters and correspondents  
 Scientists  
 School teachers  
 Social workers  
 Social media strategist  
 Speech-language therapists  
 Writers and editors

**QUICK CHECK:**

- List 4 communication skills.
- What do communication skills: a) allow you to do? b) Allow other people to do?
- Define: a) grammar. b) composition. c) comprehension.
- Learning what 3 things in school will help you in the work world?
- List 4 jobs that require workers to write "incident reports."
- What 2 things does every job require?
- a) About what do employers who hire technicians complain? b) What do colleges require mechanics to pass?
- List 5 jobs that require excellent communication skills.
- a) What do you take to learn communication skills? b) Join after school groups to force you to do what? c) Join which 2 staffs to improve your writing skills? d) Join what team to improve your speaking skills? e) What 2 skill will you learn in ASB class?
- a) List 3 things basic communication skill tasks require. b) List your choice of 3 jobs that require basic communication skills.
- a) List 4 things intermediate communication skill tasks require. b) List your choice of 3 jobs that require intermediate communication skills.
- a) List 4 things advanced communication skill tasks require. b) List your choice of 3 jobs that require advanced communication skills.
- From all jobs, select 5 jobs you may enjoy — **and level of communication skills required.**
- If you were department store manager, list 3 communication skills you would require in a job applicant for sales associate.
- If you were car dealership manager, list 3 communication skills you would require in job applicant for auto parts counter sales.
- a) If you were clothing store manager, would you give a cashier who has communication skills a higher pay raise than cashier who does not have good communication skills?  
 b) Give a reason for your answer.