

Workplace ESOL for Program Directors and Managers

Conducting a Workplace ESOL Needs Assessment

Example of a manager/ supervisor interview

Name of manager/supervisor _____ Date _____

Company _____ Address _____

Person/ people interviewed _____

Part 1: Manager/Supervisor Information

1. What department do you supervise/manage?
2. How long have you been a manager/ supervisor?
3. What kinds of skills do managers/supervisors need to have at this company?
4. Are there any supervisory skills that you would like to acquire?
5. What skills would you like to practice in the Advanced English class?

Part 2: Employee Information

6. Which areas in your department operate most smoothly? Why

7. Which areas in your department operate least smoothly? Why?
8. What job skills are most important for your employees to have?
9. What skills do your employees need in order for the store to improve quality or customer service?
10. What communications skill would you like your employees to improve? Why?
11. What barriers are there to your employees having the opportunity to learn English?

Part 3: Career Ladders (Job Promotion and Advancement)

12. What opportunities are there for employees to be promoted?/ What are the steps in your company's career ladders?
13. What skills do employees need in order to be promoted/ get a raise?

Topics

14. What topics would you like the English classes to cover?
15. What English vocabulary is important for your employees to learn?
16. Do you have any other suggestions or ideas for the English class?