

Learned in 2021:

How Educators Can Support Workplace Training Programs



EN
GEN



AGENDA

- Introduction
- Workplace-based instruction
- Lessons Learned
- Making sure it works

Introduction



Katie Brown, PhD

Founder & Chief Education Officer
EnGen

katie@voxyengen.com



Tadd Wamester

Director of Partnership Development

tadd@voxyengen.com

The EnGen logo, featuring the word "EN" stacked above "GEN" in white, bold, sans-serif capital letters. A blue horizontal bar is positioned behind the "N" in "EN". The logo is set against a dark blue square background.

**EN
GEN**

The Future of Work is Here

Job	Projected Growth Rate	Median Pay
Wind turbine service technicians	68.2%	\$56,230
Nurse practitioners	52.2%	\$111,680
Solar photovoltaic installers	52.1%	\$46,470
Statisticians	35.4%	\$92,270
Physical therapist assistants	35.4%	\$59,770
Information security analysts	33.3%	\$103,590
Home health and personal care aides	32.6%	\$27,080
Health services managers	32.5%	\$104,280
Data scientists	31.4%	\$98,230
Physician assistants	31.0%	\$115,390

Source: Bureau of Labor Statistics • [Get the data](#)

- ***Renewable Energy***
- ***Healthcare***
- ***Data / technology***



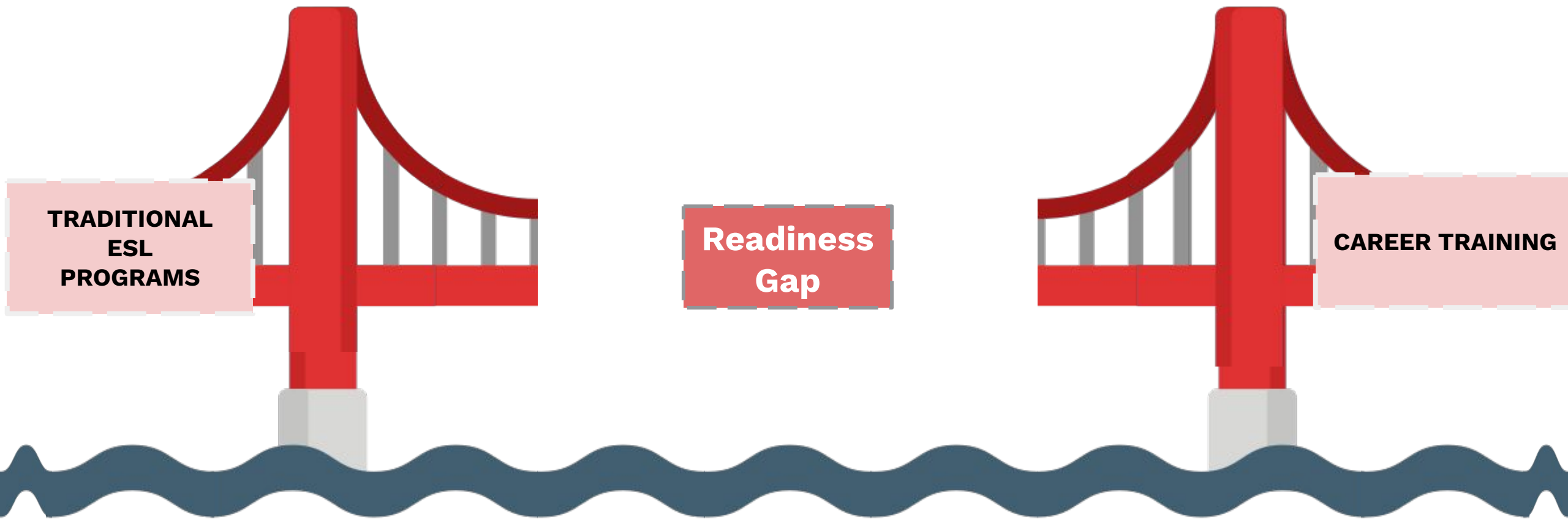
Community colleges and adult schools are losing enrollments, **but employers are searching for workplace-based programs**

- More than 10M jobs for the 8.4M unemployed adults in the U.S.
- 2M highly-skilled immigrants in the U.S. are either unemployed or underemployed
- Workplaces across the country are eager for training programs that can help with recruitment, retention, productivity, collaboration, and satisfaction.
- The competition for talent is fierce!



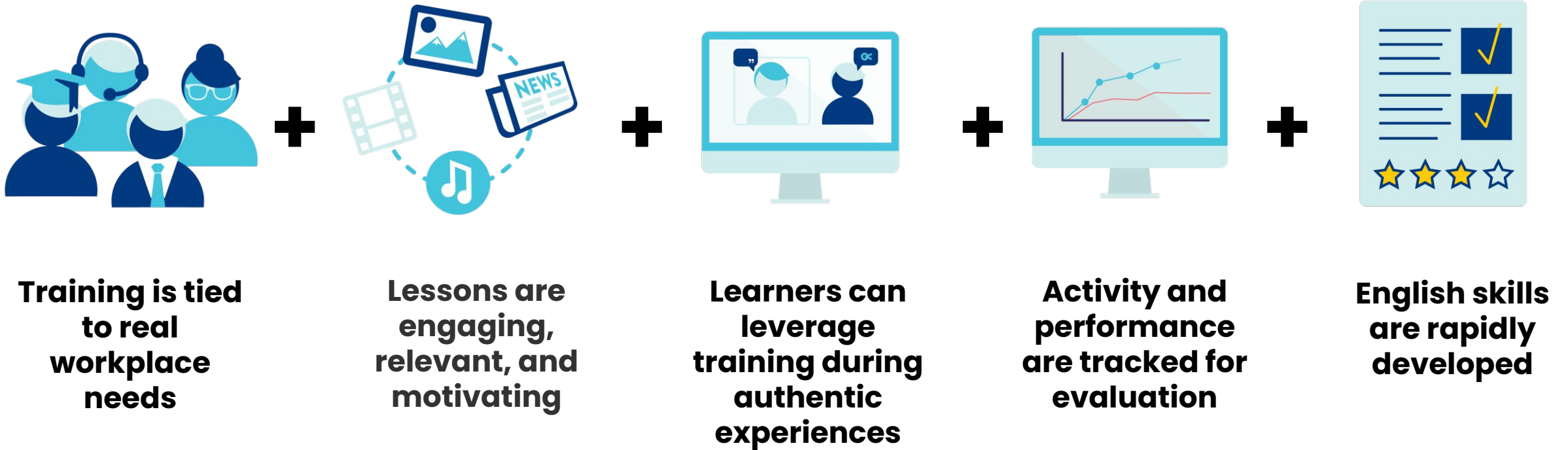
ENGLISH IS *THE* ENABLING SKILL FOR INTEGRATION AND OPPORTUNITY, BUT...the U.S. only reaches 4% of adult learners

Traditional approaches to ESL instruction **do not meet the needs of immigrants, refugees, and speakers of other languages, but workplace learning programs can address this gap**



THE WORKPLACE IS AN IDEAL ENVIRONMENT FOR ENGLISH UPSKILLING

Learners receive meaningful, targeted training in an environment where they can practice





Investing in Employees' English skills not only enables incumbent workers for promotion and advancement, it helps improve workplace communication, productivity, confidence, and engagement.

English skills are critical for workplace diversity, equity, and inclusion to be effective.



Many HR and Workforce Development leaders see the **benefits of upskilling employees with English**, but they are unsure of where to start.

This is a perfect place for adult educators to help structure workplace programs for success.



Lessons Learned

Lesson 1: Re-think the instructional model

Moving away from a linear approach to language learning

- 1 Self-paced, autonomous ESL**
- 2 Flipped classroom for multi-level learners**
- 3 Self-paced ESL with mandatory lab hours**
- 4 Integrated Education & Training (IET)**

Self-paced, Autonomous ESL Program

Learners improve their English skills on their own, but have access to teacher-led support when they need it



Sample Scenario:

- A. Rosa is a high beginner in English and works in environmental services in a hospital
- B. Rosa uses platform to improve English skills focused on Allied Healthcare for 3 months
- C. Rosa's level improves to Intermediate
- D. Rosa enrolls in a hospital-sponsored program to train as a phlebotomist and continues using the self-paced ESL program for support

Flipped Classroom for Multi-Level Learners

Teachers offer ongoing ESL classes for learners at mixed levels who use a technology-based tool outside of class on their own.



Sample Scenario:

- Learners enroll in “Workplace” ESL
- Outside of class, learners work on personalized practice tied to their level, interests, and goals
- Instructors leverage out-of-class data to drive productive activities during class
- During class, learners work in small groups organized by level or sector or interest
- Learners move out of the ESL program as they develop competency

Integrated Education and Training

Learners are enrolled in an employer-sponsored career or credential program, but use personalized English instruction to support their learning

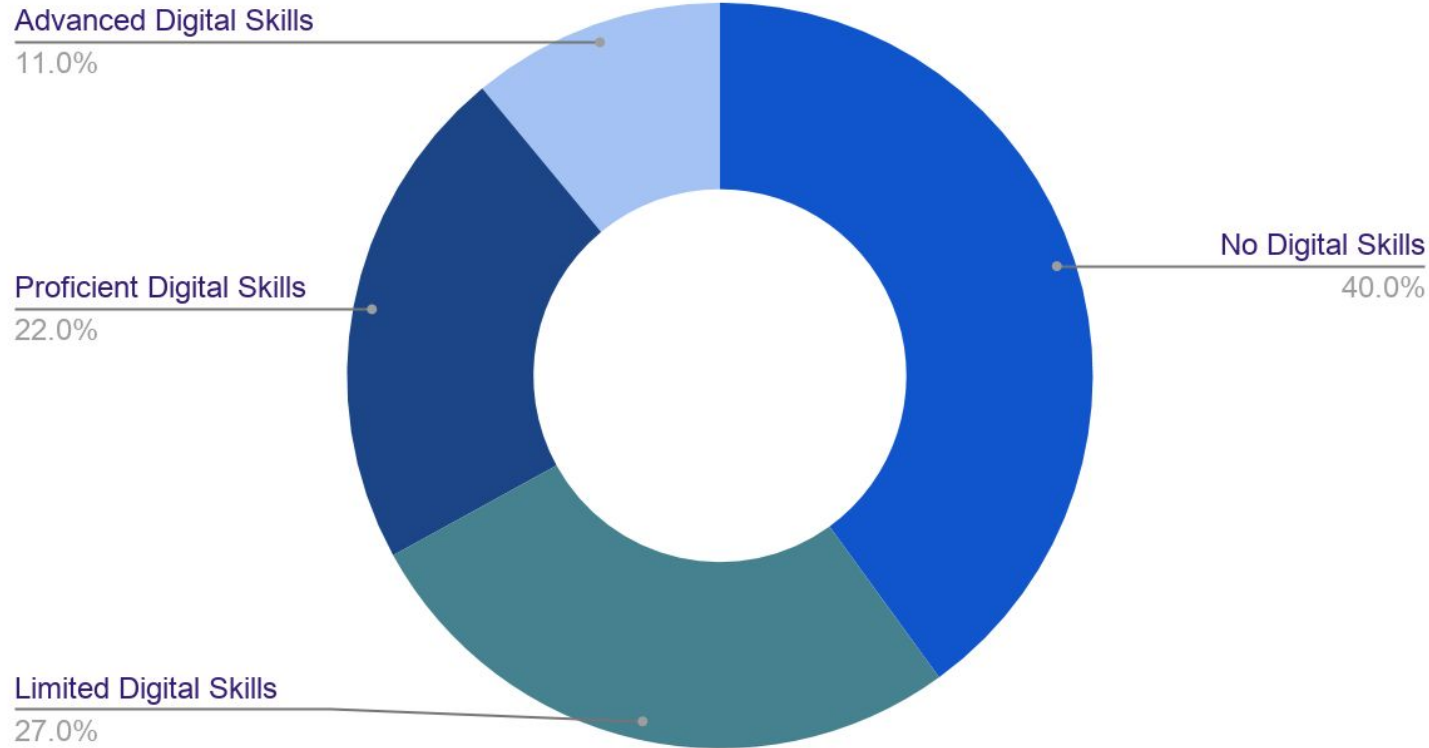


Sample Scenario:

- A. Learners enroll in IT helpdesk Certificate program
- B. Outside of class, learners work on personalized English lessons tied to the course content and objectives
- C. Learners have access to an ESL teacher for synchronous or asynchronous support
- D. Learners complete IT helpdesk Certificate program while also improving their English skills

Lesson 2: Digital literacy can't be ignored

Percentage of English learners with Digital Skills



How do we address this?

- ❖ In-person onboarding
- ❖ Mobile-online training
- ❖ Comprehensive digital literacy courses
- ❖ Integrating English with critical technological skills
- ❖ Career pathways for the jobs of the future

03/20/20

nationalskillscoalition.org

1250 Connecticut Avenue NW, Suite 200, Washington DC 20036 | 202.223.8991

Lesson 3: Find an Internal Champion

EVERY SUCCESSFUL PROGRAM NEEDS ONE

- If someone at the workplace is invested in the program, **the language learning program is much more likely to be successful.**
- **Internal champions come from a wide variety of roles**, including on-staff trainers, HR managers, and department leads.
- Programs are successful when they are tailored to the needs of the **English learners, their goals, and the needs of the workplace.**

Lesson 4: Build evaluation into your workplace model

- ▶ **Employers want to know the ROI of investing in a workplace program**

For some, this will mean improved retention, for others it will mean moving more workers into supervisory roles - establish these goals at the outset of the program so that you can measure success

- ▶ **Take advantage of technology for data collection**

Technology can help you reach more learners who can't attend in-person classes on a fixed schedule, and it also allows you to measure what learners are doing. A flexible, adaptive content partner can save time and improve outcomes.

- ▶ **Competency-based models lend themselves to evaluation**

Outcomes are embedded into transitions. Make sure you can demonstrate success for funding, replication, and scale.

EnGen partners have access to English on-ramps to career pathways in multiple sectors, with new content added daily

Including Allied Healthcare, Manufacturing, Retail, Customer Service, IT Helpdesk Support, Data Science, Software Engineering, Entrepreneurship, and more



IT Helpdesk & Support

Industry best practices as well as real-life examples of IT helpdesk and support through specific channels, including telephone, email, live chat and social media.



Pharmacy Technician

This course prepares learners for a career as a pharmacy technician, introducing them to the responsibilities, medications, and the rules and laws of working in a pharmacy.



General Industry Safety (OSHA)

Learn basic concepts in general industry safety and explore how OSHA requirements help protect you on the job.

+71
Additional
pathways

For learners interested in academic pathways, there are thousands of hours of content related to standardized tests, college readiness, and more



TOEFL Prep

Complete units on speaking, reading, listening and writing in order to be fully prepared for the TOEFL exam. [Read More](#) →

ACADEMIC AND TEST PREPARATION, GENERAL ENGLISH



Academic Readiness for Undergraduate Students

Learn what it takes to succeed at college, taking into account a variety of academic, social, health, and lifestyle needs.

[Read More](#) →



CASAS Prep

Prepare for the CASAS Reading GOALS Level C test.

[Read More](#) →

GENERAL ENGLISH



How do we
know it
works?

Learners must be able to show they have the skills

Moving away from a linear approach to language learning

- 1 Proficiency assessment**
- 2 Ability to handle the job tasks**
- 3 Completion of credential**
- 4 Promotion or advancement**

Workplace ESL: Enabling Employees with Opportunity & Access

University of Maryland upskills residential facilities workers with English skills



40 Learners given access in workplace learning pilot program

- 22 hours time-on-task per learner
- 155 unique units completed, with 84% average achievement test score
- Program renewed, and expanding to other staff groups
- Improved English allows employees to participate more fully in the workplace community and take advantage of other benefits, such as tuition remission programs for college credits

“EnGen is easy to use and has lots of up-to-date academic, workplace, professional, and current events content. EnGen’s flexibility and portability allow users to learn whenever, wherever, and how long they want to. Motivated users have taken the opportunity to continue studying on their own time, with almost 20% logging more than 30 hours in the first 6 months. We’ve had great results in learning.”

- *University of Maryland Training Manager, Department of Residential Facilities*

Workplace ESL: Chobani factory workers awarded pay raises after improving English proficiency with EnGen

Employees at the Chobani facility in upstate NY were awarded a pay increase after the EnGen pilot; Chobani has now built a comprehensive ESL curriculum integrating English skills with food safety, manufacturing best practices, and workplace-specific content.

Manager feedback on employee performance



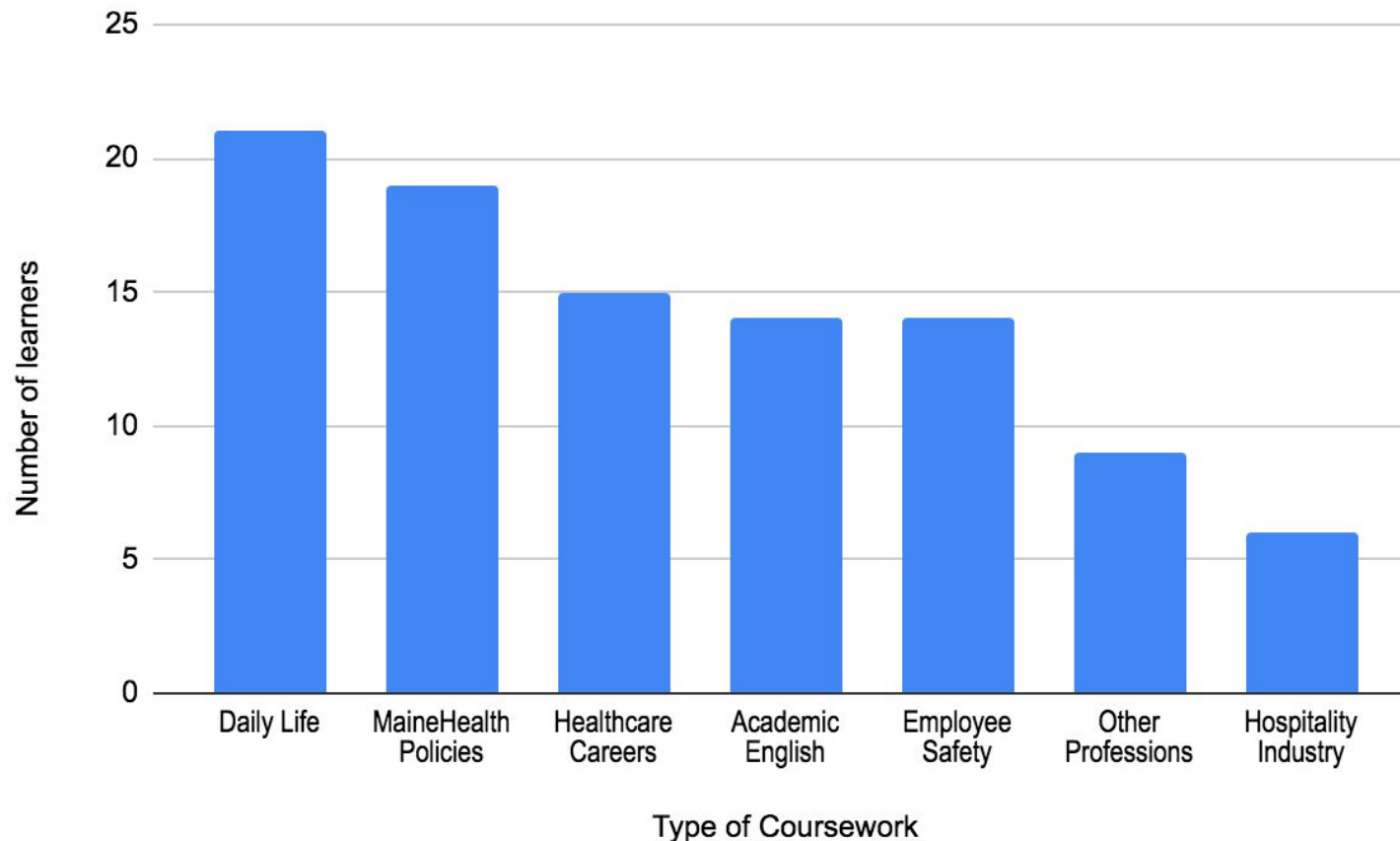
Joe is an employee that has always shown a lot of potential but often struggled to realize it in his work performance or interactions with his peers. There is a true sense of accomplishment that Joe has derived through the EnGen program.

Since enrolling, Joe has flourished in a number of ways. The increase in confidence since beginning this program has been remarkable. Joe went from being a competent but quiet worker to bringing a greater sense of purpose to his work, including speaking with senior management to successfully align his vision through projects to achieve continuous improvement goals.

It is with a great sense of pride that Joe speaks of his advancements in the program.

IET: English with Allied Healthcare Readiness

Hospital employees seek out English content on healthcare careers as well as other career fields



Sample Impact Data from Hospital partnership

"Bebe Kabedi, 42, once worked as a secretary at the Ministry of Foreign Affairs in her native country, the Democratic Republic of the Congo. With basic English, the Kinshasa City native landed an entry-level housekeeping job at Maine Medical Center in Portland, MaineHealth's flagship hospital. During the last week of lessons, Kabedi [says] she feels more confident speaking English at work and even with her five-year-old son at home, along with French. When her child is older, she'd like to further her education."



“I have learned a lot of new medical terms and procedures”

“I have been able to communicate better with people. I have also made calls making medical appointments and interviews for jobs”

“The course help me improve my skills in English so it will be easier for me to make job search, identity skills that related to my profile.”

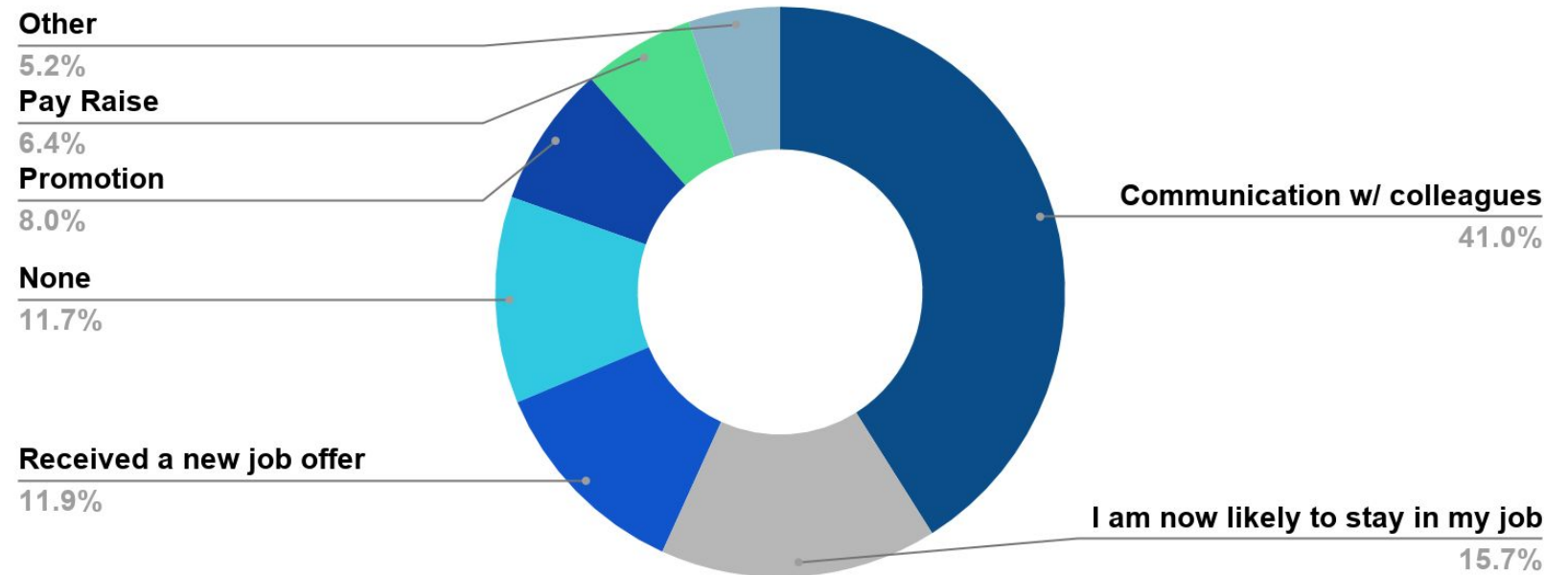
“I'm more confident to go find a job and get an interview”

2021 Q1 Impact Update: Integration and Employment

Integration and Employment – Socio-economic effects of the platform on learner population as measured through surveys as well as publicly available employment and civic participation records.

- April 2021 survey delivered to 5552 learners with an 8% response rate
- 88% said EnGen enabled them to achieve their real-world career goals

Real-World Career Goals



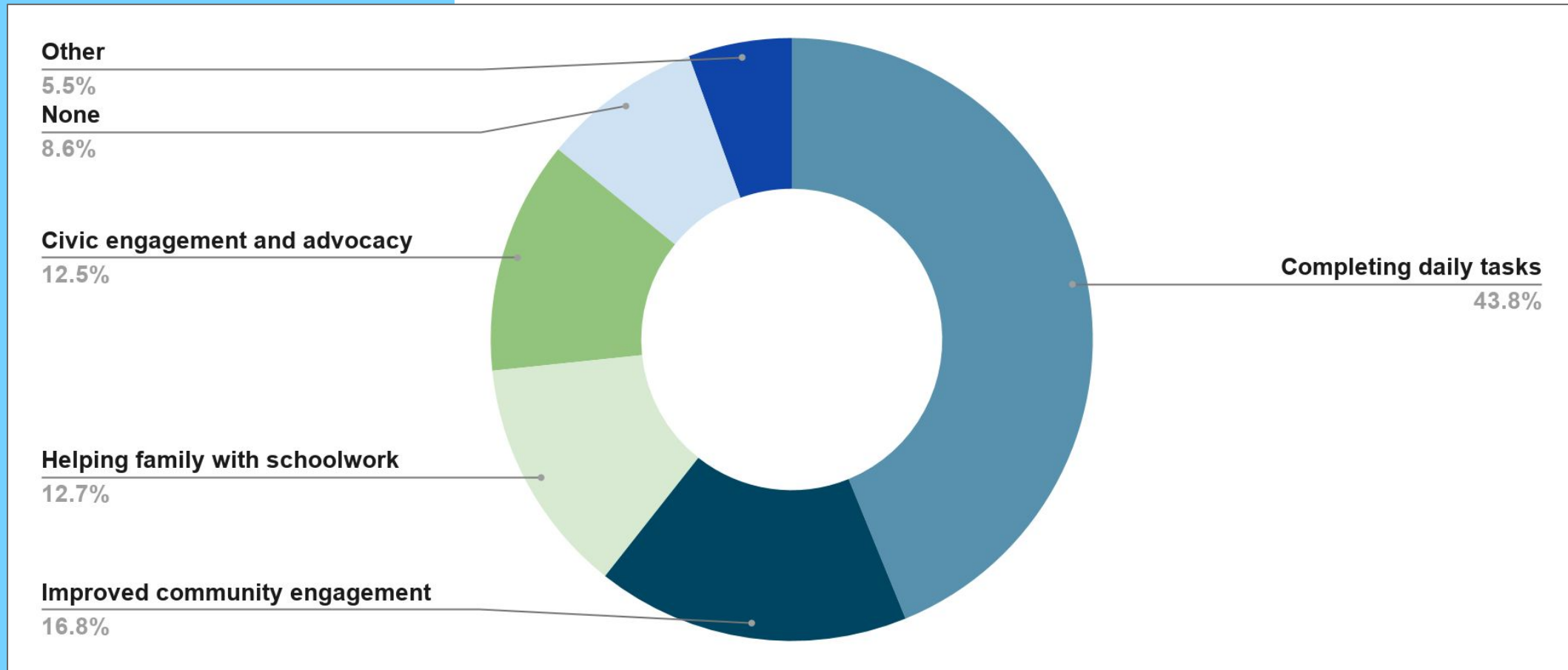
“I’ve improved my English and now I can easily communicate to my classmates”

“communicate with more confidence”

2021 Q1 Impact Update: Integration and Employment

Integration and Employment – Socio-economic effects of the platform on learner population as measured through surveys as well as publicly available employment and civic participation records.

- April 2021 survey delivered to 5552 learners with an 8% response rate
- 90% said EnGen enabled them to achieve their real-world social goals



EnGen improves learners' productivity and satisfaction

80%

EnGen learners who save time at work as a result of improving their English

53%

EnGen learners who report job skill improvement at a 4 or 5 on a 0-5 scale.

28%

EnGen learners who have received job offers or promotions

“How has EnGen helped you in your current job role?”

Magaly S., TX.



“I’m really happy with having enrolled in this course... I hope to continue with this training until I take my GED.”

173 Hours Studied

Norma G., AZ.



“It has helped me understand what customers are looking for, and give them better customer service.”

51 Hours Studied

Stephanie R., FL.



“I can communicate better with customers, coworkers and supervisors.”

7 Hours Studied

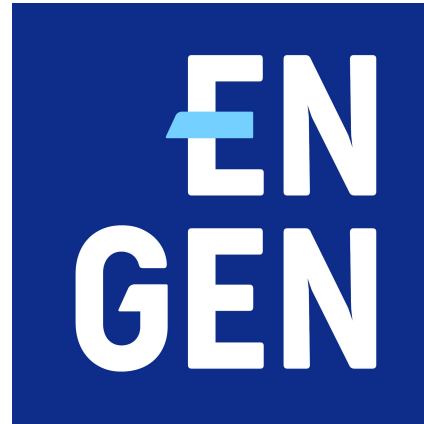
Let's Recap

- There is a **massive disconnect** between ESL programs and Workplace needs
- We have an untapped pool of potential **immigrant and refugee learners**
- ESL programs must be tailored to English learners' needs and goals
- A technology-enabled, workplaced-based model **reaches more students, more efficiently**
- There are **many models of competency-based workplace instruction** that can work
- Leverage technology to offer flexibility and the data to improve efficacy and outcomes
- **Personalized, adaptive instruction is critical to student support and success**

Questions?



katie@voxyengen.com
tadd@voxyengen.com



Thank You!
