



Competency Based Learning Materials (CBLM)

English for Work

Level – 2

Module : Communicate in the Workplace

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(3) MODULE TITLE: COMMUNICATE IN THE WORKPLACE

Module Descriptor: *It covers the knowledge, skills and attitudes (KSA) required to communicate in the workplace.*

It specially includes communicating with co-workers, engaging in telephone conversations, communicating on digital platforms and networking and interacting in official settings.

Learning outcomes:

- i. *Communicate with Co-workers*
- ii. *Engage in Telephone Conversations*
- iii. *Communicate on Digital Platforms*
- iv. *Network and Interact in Official Setting*

Assessment Criteria:

- | | |
|---|--|
| 1) <i>Professional communication is interpreted;</i> | 8) <i>Messages are composed appropriately for the platforms;</i> |
| 2) <i>Words and phrases related to professional communication are used;</i> | 9) <i>Abbreviations and emojis are used appropriately in different contexts;</i> |
| 3) <i>Communication with co-workers is practised;</i> | 10) <i>Communication through online meeting apps is practised;</i> |
| 4) <i>Official documents are prepared as per workplace standards.</i> | 11) <i>Words and phrases for digital communication are used.</i> |
| 5) <i>Telephone conversation skills are shown;</i> | 12) <i>The concept of networking is interpreted;</i> |
| 6) <i>Words and phrases for telephone conversations are used.</i> | 13) <i>Formal languages are used according to workplace standards;</i> |
| 7) <i>Digital communication platforms are identified;</i> | 14) <i>Interaction with fellow professionals is performed.</i> |

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1. COMMUNICATE WITH CO-WORKERS

Learning Outcome

At the end of this session, the learner will be able to communicate effectively with co-workers as per competency standard using appropriate professional language, phrases, and workplace documents.

1.1/ Information Sheet

PROFESSIONAL COMMUNICATION IS INTERPRETED

Professional communication means understanding how to exchange information correctly in workplace situations. When you work with others, you need to know what type of communication to use and when to use it. This section explains the 9 types of professional communication you will use every day at work.

1. Talking About a Job

Talking about a job means sharing information about your duties, schedule, and responsibilities. This helps co-workers understand each other's roles and work together smoothly.

When to use: A new worker asks about tasks, a supervisor checks progress, or you need help and must explain what you are doing.

Example: "My job is to check fabric quality. I work from 8 am to 5 pm in the finishing section."

2. Giving Instructions

Giving instructions means telling someone how to complete a task correctly. Good instructions are clear, simple, and step-by-step. Always check if the person understood.

When to use: Training a new employee, showing how to use equipment, explaining safety procedures, or delegating tasks.

Example: "First, switch on the machine. Wait for the green light. Then place the material here. Don't forget to wear gloves."

3. Checking Understanding

Checking understanding means confirming that the other person received your message correctly. Asking questions helps prevent mistakes and accidents.

When to use: After giving important instructions, explaining new policies, during training, or when someone looks confused.

Example: "Do you understand how to do it? Is everything clear? Can you tell me what you will do first?"

4. Making Suggestions

Making suggestions means offering ideas to improve work or solve problems. A good suggestion is polite, practical, and focused on helping the team.

When to use: When you see a better way to do something, the team faces a problem, or your supervisor asks for ideas.

Example: "Why don't we organize the tools by size? It will save time when we need them."

5. Argumentation (Agree and Disagree)

Argumentation means expressing agreement or disagreement professionally. It is sharing your opinion while respecting others. Always give reasons for your view.

When to use: During team meetings, discussing work plans, choosing between options, or giving feedback.

Example - Agree: "I agree with you. That's a good point."

Example - Disagree: "I see it differently. I disagree because the night shift is difficult for many workers."

6. Negotiation (Persuade)

Negotiation means discussing with others to reach an agreement that works for everyone. It involves listening, offering ideas, and sometimes compromising.

When to use: Requesting time off, dividing tasks, discussing deadlines, or solving schedule conflicts.

Example: "If you take my Monday shift, I will take your Tuesday shift. This helps both of us."

7. Collaboration

Collaboration means working together with others toward a common goal. When you collaborate, you share ideas, help each other, and combine efforts.

When to use: Working on team projects, helping a struggling co-worker, sharing resources, or meeting team targets.

Example: "Let's work together. Three of us can pack, and two can check quality. We will finish faster."

8. Discussing Advantages and Disadvantages

Every decision has good sides and bad sides. Discussing both helps teams make better choices and avoid problems later.

When to use: Choosing between options, planning changes, introducing new methods, or making team decisions.

Example: "One advantage is we will work faster. The disadvantage is the high cost of new equipment."

9. Apology

Apology means saying sorry when you make a mistake. A sincere apology maintains trust and good relationships. Accept responsibility and show you will improve.

When to use: When you make a mistake, cause inconvenience, forget something, or affect a co-worker negatively.

Example: "I'm sorry for coming late. It was my fault. It will not happen again."

SUMMARY TABLE

#	Type of Communication	When to Use
1	Talking about a job	Explain your work, duties, and responsibilities
2	Giving instructions	Teach or direct someone how to do something
3	Checking understanding	Make sure your message was received correctly
4	Making suggestions	Offer ideas to improve work or solve problems
5	Argumentation	Agree or disagree professionally with reasons
6	Negotiation	Reach agreements that benefit everyone
7	Collaboration	Work together as a team toward common goals
8	Discussing advantages/disadvantages	Make decisions by weighing good and bad sides
9	Apology	Say sorry and take responsibility for mistakes

WORDS AND PHRASES RELATED TO PROFESSIONAL COMMUNICATION ARE USED

1. Giving Instructions

#	Phrase	Complete Example	বাংলা অনুবাদ
1	Please do...	Please do sign here.	অনুগ্রহ করে এখানে সই করুন।
2	Don't forget to...	Don't forget to lock the door.	মনে রাখবেন দরজা লক করতে।
3	You should...	You should wear gloves.	আপনার উচিত গ্লাভস পরা।
4	It's important to...	It's important to check quality.	কোয়ালিটি চেক করা জরুরি।
5	Start by...	Start by cleaning the machine.	মেশিন পরিষ্কার করে শুরু করুন।
6	Follow these steps...	Follow these steps to operate.	এই ধাপগুলো অনুসরণ করুন চালানোর জন্য।
7	Be sure to...	Be sure to wear ID card.	আইডি কার্ড পরতে ভুলবেন না।

2. Checking Understanding

#	Phrase	Complete Example	বাংলা অনুবাদ
8	Do you understand?	Do you understand the task?	আপনি কি কাজটা বুঝেছেন?
9	Is that clear?	Is that clear to you?	এটা কি আপনার কাছে পরিষ্কার?
10	Can you repeat what you understand?	Can you repeat what you understand?	আপনি যা বুঝেছেন তা একটু বলুন।
11	Do you have any questions?	Do you have any questions now?	এখন কোনো প্রশ্ন আছে?

3. Making Suggestions

#	Phrase	Complete Example	বাংলা অনুবাদ
12	How about we...?	How about we take a break?	আমরা কি একটু বিরতি নিই?
13	I suggest we...	I suggest we start early.	আমার পরামর্শ হলো আমরা তাড়াতাড়ি শুরু করি।
14	Why don't we...?	Why don't we ask Rina?	কেন আমরা রিনাকে জিজ্ঞাসা করি না?

15	We could try...	We could try a new way.	আমরা একটা নতুন উপায় ঠিক করতে পারি।
16	I recommend that we...	I recommend that we wait.	আমার মত হলো আমরা অপেক্ষা করি।
17	Maybe we should...	Maybe we should call him.	হয়তো আমাদের তাকে ফোন করা উচিত।
18	Why not...?	Why not finish today?	কেন আজ শেষ করা যাবে না?

4. Argumentation

#	Phrase	Complete Example	বাংলা অনুবাদ
19	I agree with...	I agree with you.	আমি আপনার সাথে একমত।
20	I don't agree with...	I don't agree with this plan.	আমি এই প্ল্যানের সাথে একমত নই।
21	You're right.	You're right.	আপনি ঠিক বলেছেন।
22	I completely agree.	I completely agree.	আমি পুরোপুরি একমত।
23	That's a good point.	That's a good point.	কথাটা ঠিক।
24	I see it differently.	I see it differently.	আমি অন্যভাবে দেখি।
25	I disagree because...	I disagree because it's late.	আমি রাজি নই কারণ দেরি হয়ে গেছে।

5. Negotiation

#	Phrase	Complete Example	বাংলা অনুবাদ
26	Let's find a solution...	Let's find a solution together.	চলো একসাথে একটা সমাধান বের করি।
27	If you..., I will...	If you help me today, I will help you tomorrow.	আপনি যদি আজ আমাকে সাহায্য করেন, আমি আগামীকাল আপনাকে সাহায্য করব।
28	Can we compromise on...?	Can we compromise on the time?	আমরা কি সময় নিয়ে আপস করতে পারি?
29	What works for you?	What works for you?	আপনার জন্য কোনটা সুবিধাজনক?
30	How about this option...?	How about this option - we share the work?	এই অপশনটা কেমন হয় - আমরা কাজ ভাগ করে নিই?

6. Collaboration

#	Phrase	Complete Example	বাংলা অনুবাদ
31	Let's work together on this.	Let's work together on this.	চলো একসাথে কাজ করি।
32	I'm happy to help with that.	I'm happy to help with that.	আমি সাহায্য করতে পেয়ে খুশি হব।
33	I'll assist with...	I'll assist with packing.	আমি প্যাকিং-এ সাহায্য করব।
34	We can do this as a team.	We can do this as a team.	আমরা টিম হিসেবে এটা করতে পারি।
35	Let's combine our efforts.	Let's combine our efforts.	চলো আমাদের প্রচেষ্টা এক করি।

7. Discussing Advantages and Disadvantages

#	Phrase	Complete Example	বাংলা অনুবাদ
36	One benefit is...	One benefit is time saving.	একটা সুবিধা হলো সময় বাঁচে।
37	The good thing is...	The good thing is it's easy.	ভালো দিক হলো এটা সহজ।
38	This helps us by...	This helps us by reducing mistakes.	এটা আমাদের সাহায্য করে ভুল কমানোর মাধ্যমে।
39	The disadvantage is...	The disadvantage is extra cost.	অসুবিধা হলো অতিরিক্ত খরচ।
40	On the other hand...	On the other hand, it takes time.	অন্যদিকে, এতে সময় লাগে।

8. Apology

#	Phrase	Complete Example	বাংলা অনুবাদ
41	I'm sorry for...	I'm sorry for the delay.	দেড়ির জন্য আমি দুঃখিত।
42	I apologise for...	I apologise for the mistake.	ভুলের জন্য আমি ক্ষমা চাই।
43	Please accept my apologies.	Please accept my apologies.	অনুগ্রহ করে আমার ক্ষমতা গ্রহণ করুন।
44	It was my fault.	It was my fault.	এটা আমার ভুল ছিল।
45	I'll make sure it doesn't happen again.	I'll make sure it doesn't happen again.	আমি নিশ্চিত করব এটা আ

CO-WORKERS

In any workplace, you interact with different types of people. Understanding who you are communicating with helps you choose the right words and behavior.

Colleagues are people at the same level as you. You work with them daily, share tasks, and help each other. Communication with colleagues is usually friendly and informal, but still professional.

Seniors are people above you in position. This includes supervisors, team leaders, and managers. When talking to seniors, use respectful language. Listen carefully and follow their instructions. They have more experience and authority.

Juniors are people below you in position. This includes new workers, trainees, or assistants. When talking to juniors, be patient and clear. Give instructions politely. Help them learn and grow. Treat them with respect, not superiority.

Knowing the difference helps you adjust your communication. You may use casual words with colleagues but formal words with seniors. You may give orders to juniors? No. You guide them politely.

OFFICIAL DOCUMENTS

Official documents are written materials used in workplaces. They help record information, share updates, and maintain standards.

Forms are printed or digital papers with blank spaces. You fill them with information. Examples: leave application form, employee information form.

Formats are fixed layouts or templates. You follow the same structure every time. Examples: report format, meeting minutes format.

Checklists are lists of items to check or tasks to complete. They help you remember everything. Examples: safety checklist, maintenance checklist.

Memos are short internal messages. They share information within the organization. Examples: memo about new policy, memo about meeting schedule.

Notes are short written records. You write notes during meetings or conversations. Examples: meeting notes, training notes.

Notices are public announcements. They are displayed on notice boards or sent to everyone. Examples: holiday notice, deadline notice, warning notice.

Understanding these documents helps you read and write correctly at work. Each document has a specific purpose and format.

1.2/ Self Check : Communicate with Co-workers

1. Talk about why professional communication is important in an organization. { একটি প্রতিষ্ঠানে পেশাদার যোগাযোগ কেন গুরুত্বপূর্ণ তা বলুন। }

English Answer:

Professional communication is important because it helps people work properly. It helps us understand instructions clearly and avoid mistakes. Good communication creates teamwork and a good working environment.

বাংলা অনুবাদ:

পেশাদার যোগাযোগ গুরুত্বপূর্ণ কারণ এটি মানুষকে সঠিকভাবে কাজ করতে সাহায্য করে। এতে কাজের নির্দেশনা পরিষ্কারভাবে বোঝা যায় এবং ভুল কম হয়। ভালো যোগাযোগ দলগত কাজ ও ভালো কর্মপরিবেশ তৈরি করে।

2. Demonstrate and talk about appropriate words and phrases for professional communication at the workplace. { "কর্মক্ষেত্রে পেশাদার যোগাযোগের জন্য উপযুক্ত শব্দ এবং বাক্যাংশগুলো প্রদর্শন করুন এবং সে সম্পর্কে আলোচনা করুন।" }

Demonstration:

"I suggest we take a break. Do you understand? Let's work together. I'm sorry for the mistake."

Explanation:

"We use these phrases to give instructions, check understanding, and show respect. This helps us work better as a team."

প্রদর্শন:

"আমি suggest করি আমরা break নিই। আপনি কি বুঝেছেন? চলো একসাথে কাজ করি। ভুলের জন্য I'm sorry!"

ব্যাখ্যা:

"আমরা এই phrases ব্যবহার করি নির্দেশনা দিতে, বোঝা নিশ্চিত করতে এবং respect দেখাতে। এতে team হিসেবে কাজ ভালো হয়।"

3. Which of the following is a correct phrase used by a individual for giving clear instructions in professional English communication?

- A) I suggest we...
 B) Follow these steps... ✓
 C) Is that clear?
 D) The disadvantage is...

4. Why is professional communication important for a person when talking about jobs, giving instructions, and collaborating with employers? {কাজের কথা বলার, নির্দেশ দেওয়ার এবং নিয়োগকর্তাদের সঙ্গে সহযোগিতা করার সময় একজন ব্যক্তির জন্য পেশাদার যোগাযোগ কেন গুরুত্বপূর্ণ? }

Answer: Professional communication is important because it helps a person express their skills clearly and politely. Good communication improves understanding, teamwork, and confidence. It also helps students perform well in interviews and workplace tasks, which leads to better career opportunities.

পেশাদার যোগাযোগ গুরুত্বপূর্ণ কারণ এটি একজনকে তার দক্ষতা স্পষ্ট এবং ভদ্রভাবে প্রকাশ করতে সাহায্য করে। ভালো যোগাযোগ বোঝাপড়া, দলগত কাজ এবং আত্মবিশ্বাস উন্নত করে। এটি শিক্ষার্থীকে ইন্টারভিউ এবং কর্মস্থলের কাজে ভালো করার সুযোগ দেয়, যা ভালো ক্যারিয়ার সম্ভাবনা তৈরি করে।

5. Who are identified in workplaces as team members in English professional communication activities? { ইংরেজি পেশাগত যোগাযোগ কার্যক্রমে কর্মস্থলে কাদেরকে দলীয় সদস্য হিসেবে চিহ্নিত করা হয়? }

Answer : Team members include coach or mentor, supervisor or manager, peers or colleagues, and employee representatives.

দলীয় সদস্যদের মধ্যে কোচ বা মেন্টর, সুপারভাইজার বা ম্যানেজার, সহকর্মী বা সহকর্মীবৃন্দ এবং কর্মচারী প্রতিনিধিরা অন্তর্ভুক্ত থাকে।

6. What phrase is mainly used to give instructions in English communication?

- | | |
|------------------------------------|-----------------------------|
| A. How about we try again? | C. I agree with your idea. |
| B. Please do the task carefully. ✓ | D. I'm sorry for the delay. |

7. Which phrase is used to check whether the listener has understood the instruction?

- | | |
|--------------------------|------------------------|
| A. Follow these steps... | C. Is that clear? ✓ |
| B. Why don't we...? | D. I completely agree. |

8. What phrase is used to express agreement during a discussion?

- | | |
|--------------------------|-------------------------------|
| A. I see it differently. | C. You're right ✓ |
| B. I disagree because... | D. Do you have any questions? |

9. Which of the following phrases is mainly used in English communication for making suggestions to solve an issue or difficulty?

- | | |
|--|-----------------|
| A. Do it now | D. I don't care |
| B. The best solution is to talk to her ✓ | |
| C. This is your problem | |

10. Which sentence supports teamwork at work?

- | | |
|----------------------------------|-----------------------|
| A. I will do it alone | C. This is not my job |
| B. Let's work together on this ✓ | D. Do it yourself |

11. Which phrase politely apologizes for replying late to online communication?

- | | |
|---------------|--------------------------|
| A. Late reply | C. Reply fast |
| B. I was busy | D. Sorry for the delay ✓ |

12. Which of the following phrases is used in English communication to advise someone about treatment?

- A. Take rest
 B. You should see a doctor ✓
 C. Go home
 D. Sleep early

13. Why is professional communication important for a person when talking about jobs, giving instructions, and collaborating with employers? (কাজের কথা বলার, নির্দেশ দেওয়ার এবং নিয়োগকর্তাদের সঙ্গে সহযোগিতা করার সময় একজন ব্যক্তির জন্য পেশাদার যোগাযোগ কেন গুরুত্বপূর্ণ?)

Answer:

Professional communication is important because it helps a person express their skills clearly and politely. Good communication improves understanding, teamwork, and confidence. It also helps students perform well in interviews and workplace tasks, which leads to better career opportunities.

পেশাদার যোগাযোগ গুরুত্বপূর্ণ কারণ এটি একজনকে তার দক্ষতা স্পষ্ট এবং ভদ্রভাবে প্রকাশ করতে সাহায্য করে। ভালো যোগাযোগ বোঝাপড়া, দলগত কাজ এবং আত্মবিশ্বাস উন্নত করে। এটি শিক্ষার্থীকে ইন্টারভিউ এবং কর্মস্থলের কাজে ভালো করার সুযোগ দেয়, যা ভালো ক্যারিয়ার সম্ভাবনা তৈরি করে।

14. Talk about the types of official documents are used in the workplace.

Answer:

1. Forms
2. Formats
3. Checklists
4. Memos
5. Notes
6. Notices

1.3/Task Sheet : Communicate with Co-workers

Demonstration Task 1

Module: English for Work, Level 2

Element: Communicate with Co-workers

Task Type: Individual Demonstration

Task Instructions

You have to **demonstrate and talk about** polite and formal expressions used in professional communication.

Your demonstration must cover **ALL 9 situations** below:

SL	Situation
1	Talking about your job
2	Giving instructions to someone
3	Checking if someone understood you
4	Making a suggestion
5	Agreeing with someone and Disagreeing politely
6	Negotiating (persuading) a co-worker
7	Collaborating (working together)
8	Discussing one advantage and one disadvantage
9	Apologizing for a mistake

What You Need to Do

Step 1: For each situation, say **ONE polite/formal expression**.

Step 2: After demonstrating all expressions, explain in **2-3 sentences** why we use polite expressions at work.

Sample Expressions (Use these or your own)

Situation	Expression You Can Use
Talking about job	"I work in the finishing section. My job is to check quality."
Giving instructions	"Please wear safety gloves before starting work."
Checking understanding	"Do you understand the process?"
Making suggestion	"I suggest we take a short break now."
Agreeing	"I agree with you. That's a good point."
Disagreeing	"I see it differently. The cost might be high."
Negotiation	"If you help me today, I will help you tomorrow."
Collaboration	"Let's work together on this task."
Advantage	"One benefit is we can finish early."
Disadvantage	"The disadvantage is extra time."
Apology	"I apologise for the mistake."

Explanation Part (After Demonstration)

Say something like:

"We use polite expressions at work to show respect to co-workers. It helps us work as a team and avoids misunderstandings. Good communication creates a friendly workplace."

Demonstration Task 2

Question:

**Demonstrate and explain how official documents are prepared according to workplace rules.
(OFFICIAL DOCUMENTS = FORMS, NOTICE, CHECKLISTS, MEMOS, NOTES)**

ANSWER

Part 1: Demonstration (Showing)

I will demonstrate how to prepare each type of official document.

1. FORM

"This is a Leave Application Form. I will fill it out correctly."

Field	How to Fill
Employee Name	Rahim Mia
Employee ID	EMP-2025-089
Department	Production
Leave Type	Sick Leave
From Date	05 March 2026
To Date	07 March 2026
Total Days	3 days
Reason	Fever and doctor's advice
Contact Number	017XXXXXXXX
Signature	Rahim Mia

"I have filled all required fields. I checked that dates are correct. I signed at the bottom. Forms must be complete and clear."

2. NOTICE

"This is a Notice for all employees. I will write it properly."

NOTICE

Subject: Office Closed on 17 March

Date: 10 March 2026

This is to inform all employees that the office will remain closed on 17 March 2026 on occasion of National Day.

Regular work will resume on 18 March.

Thank you for your cooperation.

Sd/-
Human Resources Department
ABC Garments

"A notice must have: subject, date, clear message, who issued it, and proper formatting."

3. CHECKLIST

"This is a Daily Safety Checklist. I will show how to use it."

DAILY SAFETY CHECKLIST - PRODUCTION FLOOR

SL	Item	Status	Remarks
1	Fire extinguisher in place	✓ OK	
2	Emergency exit clear	✓ OK	
3	First aid kit complete	✓ OK	
4	All workers wearing safety gear	✓ OK	
5	Machines properly guarded	✓ OK	
6	Floor clean and dry	✓ OK	

Checked by: Rahim Mia
Date: 04 March 2026
Time: 9:00 AM

"A checklist helps us remember everything. Each item must be checked and signed."

4. MEMO

"This is an internal Memo for staff."

MEMORANDUM

TO: All Staff

FROM: HR Department

DATE: 04 March 2026

SUBJECT: New Attendance Policy

Please note that from 01 April 2026, all employees must use the new biometric attendance system.

Late arrival beyond 15 minutes will be recorded as half-day leave.

For any questions, please contact HR.

Regards,
Fatema Begum
HR Manager

"A memo has: TO, FROM, DATE, SUBJECT, and clear message. It is for internal communication."

Explanation (Talking)

Question: Why do we prepare official documents properly?

Answer:

"We prepare official documents properly for five reasons.

Forms keep records of employee information and requests.

Notices share important information with everyone clearly.

Checklists prevent mistakes and ensure safety.

Memos communicate internally in a formal way.

Notes help us remember meeting discussions and action items.

5. NOTES

"These are Meeting Notes I took during a team meeting."

MEETING NOTES

Date: 04 March 2026

Time: 10:00 AM

Attendees: Rahim, Karim, Fatema, Sharmin

Topic: Production Target Discussion

Key Points:

- Monthly target increased by 15%
- New machine arriving next week
- Training scheduled for 10 March
- Overtime approved for urgent orders

Action Items:

- Rahim: Update production schedule
- Karim: Arrange training room
- Fatema: Inform all workers

Next meeting: 11 March 2026

"Notes must include: date, attendees, key points, action items. They help us remember what was decided."

2. ENGAGE IN TELEPHONE CONVERSATIONS

Learning Outcome

At the end of this session, the learner will be able to engage in telephone conversations effectively as per competency standard using appropriate telephone etiquette, words, and phrases.

2.1/ Information Sheet

Introduction

Telephone conversations are an essential part of workplace communication. In many jobs, you need to answer calls, speak with clients, take messages, and make arrangements over the phone. Unlike face-to-face communication, telephone conversations rely only on your voice. Therefore, using the right words and phrases is very important. This information sheet will help you understand the skills needed for telephone conversations and provide you with the exact phrases to use in different situations.

TELEPHONE CONVERSATION SKILLS

Telephone conversation skills mean knowing how to handle a call from start to finish. Every phone call has four main stages. Understanding these stages helps you communicate professionally and confidently.

1. Greetings

Every telephone call begins with a greeting. The greeting sets the tone for the entire conversation. A proper greeting tells the caller that they have reached the right place and that you are ready to help. In the workplace, greetings should be clear, polite, and professional.

When you answer the phone, you should identify yourself and your company. This helps the caller know they have reached the correct department or person. For example, saying "Good morning, ABC Company, Fatema speaking" immediately tells the caller who you are and where you work. When you are the one making the call, you should also greet the person who answers and introduce yourself. For example, "Hello, this is Rahim from RFL. May I speak with Mr. Karim please?" A good greeting creates a positive first impression. It shows that you are professional and respectful of the caller's time.

2. Purpose of Call

After greetings, the next skill is stating or understanding the purpose of the call. Every call has a reason. You may be calling to ask for information, make a request, or discuss something important. When you are the caller, you should clearly state why you are calling. When you are the receiver, you should listen carefully to understand the caller's need.

Stating the purpose clearly saves time and avoids confusion. For example, instead of saying "I wanted to talk about something," you should say "I'm calling to confirm the delivery schedule for tomorrow." This

gives the other person clear information about what you need. If you are receiving the call, you should listen and then respond appropriately. You might need to ask questions to understand the purpose better. For example, "How can I help you today?" or "What would you like to know about our services?" Understanding the purpose of the call helps you move the conversation forward in the right direction. It ensures that both parties are talking about the same thing and working toward the same goal.

3. Leaving a Message

Sometimes the person you want to speak with is not available. In this situation, you need to leave a message. Leaving a message means giving information so that the person can call you back or know why you called. This is a very common workplace skill.

When leaving a message, you should include your name, your company name, the reason for your call, your contact number, and the best time to reach you. For example: "This is Sharmin from Square Pharmaceuticals. I'm calling about the pending invoice. Could you please ask Mr. Kamal to call me back at 017XXXXXXXX? Thank you." If you are the one taking a message, you should write down all the details carefully. Always confirm the information by repeating it back. For example: "Let me confirm. Your name is Sharmin from Square Pharmaceuticals. You are calling about the invoice. Your number is 017XXXXXXXX. Is that correct?" Taking accurate messages is very important. A wrong message can cause delays, misunderstandings, and problems at work.

4. Closing

Every telephone call needs a proper closing. Closing means ending the conversation politely. A good closing leaves a positive impression and shows professionalism.

Before closing, make sure that all important points have been discussed. You can summarize what was agreed upon. For example: "So, we have confirmed that the delivery will be on Friday at 10 AM. Thank you for your help." Then, use a polite closing phrase. For example: "Thank you for your time. Goodbye." or "It was nice speaking with you. Have a great day." Wait for the other person to hang up first, or end the call politely without rushing. A rushed or abrupt ending can seem rude.

WORDS AND PHRASES FOR TELEPHONE CONVERSATIONS

1. Answering the Phone

Phrase	When to Use	When to Use (Bangla)
Hello, [Your Name] speaking.	When answering a direct call to your extension	যখন আপনার নিজের লাইনে সরাসরি ফোন আসে
Good morning/afternoon, this is [Your Name]. How can I help you?	Professional way to answer, inviting the caller to state their need	পেশাদার উপায়ে ফোন ধরা, caller কে তার প্রয়োজন বলতে দেওয়া
Thank you for calling [Your Company].	When answering a general office line	অফিসের সাধারণ লাইনে ফোন ধরার সময়

Hello, may I speak to [Name], please?	When you are the caller asking to speak with someone	আপনি যখন caller হয়ে কারও সাথে কথা বলতে চান
This is [Your Name] from [Company].	When you are the caller introducing yourself	আপনি যখন caller হয়ে নিজের পরিচয় দিচ্ছেন

2. Introducing Yourself (নিজের পরিচয় দেওয়ার সময়)

Phrase	When to Use	When to Use (Bangla)
Hi, this is [Your Name] from [Company].	Simple, friendly introduction	সহজ ও বন্ধুত্বপূর্ণ পরিচয়
Good morning, this is [Your Name] speaking.	Formal introduction	আনুষ্ঠানিকভাবে পরিচয় দেওয়া
I'm [Your Name] and I wanted to talk about...	Introduction with purpose	পরিচয়ের সাথে সাথে ফোনের উদ্দেশ্য জানানো

3. Asking for Information (তথ্য চাওয়ার সময়)

Phrase	When to Use	When to Use (Bangla)
Can you tell me more about...?	When you need additional details	যখন অতিরিক্ত তথ্যের প্রয়োজন হয়
Can you clarify that for me?	When something is not clear	যখন কিছু পরিষ্কার বোঝা যায় না
I'd like some information on...	Polite way to request information	ভদ্রভাবে তথ্য চাওয়ার নিয়ম
Could you explain that again, please?	When you did not understand	যখন প্রথমবার বুঝতে পারেননি
Would you repeat that?	Simple request for repetition	পুনরাবৃত্তি চাওয়ার সহজ উপায়

4. Making Requests (অনুরোধ করার সময়)

Phrase	When to Use	When to Use (Bangla)
Could you please...?	Polite way to ask for help	ভদ্রভাবে সাহায্য চাওয়ার উপায়
Could you help me with...?	When you need assistance	যখন সহযোগিতার প্রয়োজন হয়
Please let me know if you can...	Asking for confirmation	কোনো কিছু নিশ্চিত করতে বলার সময়

5. Confirming Details (তথ্য নিশ্চিত করার সময়)

Phrase	When to Use	When to Use (Bangla)
Let me confirm your details.	Before repeating back information	তথ্য পুনরাবৃত্তি করার আগে
Just to confirm, you said...?	To double-check what was said	যা শুনেছেন তা আবার চেক করার জন্য

6. Handling Being Put on Hold (ফোন হোল্ডে দেওয়া/নেওয়ার সময়)

Phrase	When to Use	When to Use (Bangla)
Please hold on for a moment.	When putting caller on hold	caller কে হোল্ডে দেওয়ার সময়
Let me transfer you to someone who can help.	When transferring a call	অন্য কাউকে ফোন ট্রান্সফার করার সময়

7. Taking a Message (মেসেজ নেওয়ার সময়)

Phrase	When to Use	When to Use (Bangla)
Can you leave a message for [Name]?	Asking if caller wants to leave a message	caller মেসেজ রাখতে চায় কিনা জানতে চাওয়া
Can I have your contact details for [Name]?	Asking for caller's information	caller-এর নাম ও ফোন নম্বর চাওয়া

8. Making Arrangements (মিটিং বা সময় নির্ধারণের সময়)

Phrase	When to Use	When to Use (Bangla)
Let's schedule a meeting for...	When proposing a meeting time	মিটিংয়ের সময় প্রস্তাব দেওয়ার সময়
When are you available/free?	When asking about availability	কারও সময় সুবিধা জানতে চাওয়ার সময়

9. Ending the Call (ফোন শেষ করার সময়)

Phrase	When to Use	When to Use (Bangla)
Thank you for your time.	Showing appreciation	সময় দেওয়ার জন্য ধন্যবাদ জানানো
It was nice speaking with you.	Friendly way to end	বন্ধুত্বপূর্ণভাবে ফোন শেষ করা
Thanks for calling, have a great day.	When ending a call you received	আপনি যে ফোন পেয়েছেন তা শেষ করার সময়
Goodbye, and take care.	Warm professional closing	পেশাদার ও আন্তরিকভাবে বিদায়

2.2/ Self Check : Engage in Telephone Conversations

1. What phrase is mainly used to introduce yourself during a telephone conversation?

(টেলিফোনে কথা বলার সময় নিজেকে পরিচয় করিয়ে দিতে কোন বাক্যটি ব্যবহৃত হয়?)

- A. Hi, this is [Your Name] from [Company] ✓ C. Goodbye, and take care
B. Thank you for calling [Your Company] D. Would you repeat that?

2. What phrase is mainly used to request more details during a telephone conversation?

(টেলিফোন কথোপকথনের সময় আরো বিস্তারিত জানতে চাইতে প্রধানত কোন বাক্যাংশ ব্যবহৃত হয়?)

- A) Let me confirm your details C) Please hold on
B) **Can you tell me more about...? ✓** D) Goodbye, take care

3. What are the four core telephone conversation skills?

(টেলিফোনে কথোপকথনের চারটি মূল দক্ষতা কী কী?)

Answer: The four core telephone conversation skills are:

- | | |
|--------------------|----------------------|
| 1. Greetings | 3. Leaving a message |
| 2. Purpose of call | 4. Closing |

4. Why is stating the purpose of call important in telephone communication?

(টেলিফোনে যোগাযোগের ক্ষেত্রে কল করার উদ্দেশ্য জানানো কেন গুরুত্বপূর্ণ?)

Answer: Stating the purpose of call is important because it shows respect for the caller's time, makes communication efficient, and ensures the conversation stays focused on the main business matter.

5. What are the key components an individual can use to make a telephone conversation effective?

একটি টেলিফোন কথোপকথন কার্যকর করার জন্য একজন ব্যক্তি কী কী গুরুত্বপূর্ণ উপাদান ব্যবহার করতে পারে?

Answer :

The key components an individual can use to make a telephone conversation effective are polite greeting, clear purpose, clear speaking, active listening, and proper closing.

একটি টেলিফোন কথোপকথন কার্যকর করার জন্য ভদ্রভাবে শুভেচ্ছা জানানো, কথার উদ্দেশ্য পরিষ্কারভাবে বলা, স্পষ্টভাবে কথা বলা, মনোযোগ দিয়ে শোনা এবং ভদ্রভাবে কথোপকথন শেষ করা গুরুত্বপূর্ণ উপাদান।

2.3/ Task Sheet : Engage in Telephone Conversations

Demonstration Task

Question:

(VERSION 1) : Demonstrate a telephone conversation in a workplace situation following the rules of professional telephone communication using appropriate words and phrases.

ANSWER

(VERSION 1) : Scenario:

You are **Rahim**, calling **Shanta Garments** to speak with Mr. Karim about a pending payment.

Conversation:

Receiver: "Good morning, Shanta Garments. How can I help you?"
(Answering the Phone)

Rahim: "Good morning, this is Rahim from RFL. May I speak to Mr. Karim, please?"
(Introducing Yourself + Purpose of call)

Receiver: "I'm sorry, Mr. Karim is in a meeting right now. Can you leave a message?"
(Taking a Message - initiated by receiver)

Rahim: "Yes, please. Can you tell him I called about the pending payment? And could you please ask him to call me back?"
(Leaving a Message + Making Requests)

Receiver: "Sure. Let me confirm your details. Your name is Rahim from RFL. You called about pending payment. And your number?"
(Confirming Details)

Rahim: "My number is 017XXXXXXXXX."

Receiver: "Thank you. I'll give him the message."

Rahim: "Thank you for your time. Goodbye."
(Ending the Call)

Receiver: "Goodbye."

Question:

(VERSION 2) : Demonstrate a telephone conversation in a workplace situation following the rules of professional telephone communication using appropriate words and phrases.

ANSWER

(VERSION 2) : Scenario:

Customer calling to ask about product delivery time

Conversation:

Receiver: "Good morning, ABC Logistics. How can I help you?"
(Answering the Phone)

Customer: "Good morning, this is Rahim. I'm calling to check about my product delivery time."
(Introducing Yourself + Purpose of call)

Receiver: "Sure. Can I have your order number, please?"

Customer: "Yes, my order number is 12345. Can you tell me when it will arrive?"
(Asking for Information)

Receiver: "Let me check. Your product will be delivered tomorrow afternoon."

Customer: "Just to confirm, tomorrow afternoon around 3 PM?"
(Confirming Details)

Receiver: "Yes, that's correct."

Customer: "Thank you for your help. Goodbye."
(Ending the Call)

Receiver: "You're welcome. Goodbye."

3. COMMUNICATE ON DIGITAL PLATFORMS

Learning Outcome: At the end of this session, the learner will be able to communicate effectively on digital platforms as per competency standard by identifying platforms, composing appropriate messages, using abbreviations and emojis correctly, practicing online meeting communication, and applying professional digital phrases.

3.1/ Information Sheet

Introduction

In today's workplace, we use many digital tools to communicate. You may send a quick message, email a client, or join a video meeting. Each platform has its own rules. Understanding how to use them correctly helps you communicate well. This sheet explains different digital platforms, how to write messages, and how to join online meetings.

DIGITAL COMMUNICATION PLATFORMS

Three main platforms are used in workplaces.

1. Social Networking Sites

Websites and apps where people connect and share.

Examples: LinkedIn, Facebook, Twitter

Uses: Professional networking, company updates, industry news, private groups.

Remember: Keep profile professional, think before posting, follow company rules.

2. Messaging Apps

Apps for quick, real-time chatting with team members.

Examples: WhatsApp, Slack, Microsoft Teams, Messenger

Uses: Quick questions, urgent updates, team coordination, file sharing.

Remember: Be polite, reply on time, keep messages short, use work-appropriate language.

3. Email

Formal way to communicate for official messages and records.

Examples: Gmail, Outlook, company email

Uses: Writing to clients, sending reports, official requests, manager communication.

Remember: Clear subject line, proper greeting, check spelling, add signature, reply within 1-2 days.

APPROPRIATE MESSAGE COMPOSITION FOR DIFFERENT PLATFORMS

1. Short Message

Brief texts through messaging apps. Quick and to the point.

Examples:

"Hi Rina, do you have the sales report?"

"Meeting at 2 PM today. Can you attend?"

"FYI, deadline is Friday. Let me know if you need anything."

"Agenda is TBD. I will update you."

2. E-mail

Formal messages with proper structure.

Parts of an Email:

- **Subject:** A short summary of your email
- **Greeting:** Dear Mr./Ms., or Hi (for colleagues)
- **Body:** Your main message
- **Closing:** Thank you, Best regards, etc.
- **Signature:** Your name, job, company, phone

Examples:

Subject: Request for Catalog

Dear Mr. Khan, Could you send your product catalog by Friday? Thank you. Best regards, Rahim

Subject: Project Update

Dear Team, PFA revised timeline. Share feedback by EOD Friday. Meeting date TBD. CC to management. Regards, Karim

3. Voice Message

Audio recordings through messaging apps.

Email Structure Diagram

Correct Email Layout:

```
-----
-----
To: recipient@example.com
Cc: colleague@example.com
Bcc: manager@example.com
Subject: Project Update
```

Dear [Name],

```
[Introduction / Purpose of email]
[Details / Body of email]
[Action items / Attachments]
```

```
Best regards,
[Your Name]
[Your Position]
[Company Name]
```

When to use: Explaining complex things, saying thank you or sorry, when no time to type.

Tips: Say your name, speak clearly, keep short (30-90 seconds), say what you need.

Examples:

"Hi Rina, this is Rahim. I updated the sales report. Can you review it? Thanks."

"Hi Karim, sorry for the delay. I will send info by EOD."

Digital Words You Should Know

#	Word	Meaning
1.1	Ping	To send a quick message or reminder (e.g., "I'll ping you later") (দ্রুত বার্তা পাঠানো বা মনে করিয়ে দেওয়া)
1.2	Thread	A series of messages or replies within a conversation (একটি কথোপকথনের মধ্যে ধারাবাহিক বার্তা বা উত্তর)
1.3	Reply All	Responding to all recipients in an email or group message (ইমেল বা গ্রুপ বার্তায় সবাইকে উত্তর দেওয়া)
1.4	Forward	To send a message or information to another person (অন্য কাউকে বার্তা বা তথ্য পাঠিয়ে দেওয়া)
1.5	Mute	To temporarily silence notifications or messages from a person or group (কোনো ব্যক্তি বা গ্রুপের নোটিফিকেশন সাময়িকভাবে বন্ধ রাখা)
1.6	Emoji/Emoticon	Pictures or symbols used to convey emotion or ideas (e.g., 😊, ❤️) (অনুভূতি বা ধারণা প্রকাশের জন্য ব্যবহৃত ছবি বা প্রতীক)
1.7	Status	A short message or update shared with contacts (on platforms like WhatsApp or Facebook) (হোয়াটসঅ্যাপ বা ফেসবুকের মতো প্ল্যাটফর্মে যোগাযোগকারীদের সাথে শেয়ার করা ছোট বার্তা বা আপডেট)
1.8	Broadcast	A message sent to multiple people at once (একসাথে অনেক লোককে পাঠানো বার্তা)
1.9	Attachment	A file or document that is sent along with a message or email (বার্তা বা ইমেলের সাথে পাঠানো ফাইল বা ডকুমেন্ট)

Common Abbreviations

#	Abbreviation	Full Meaning
1	FYI	For Your Information
2	RSVP	Répondez s'il vous plaît (Please respond)
3	TBD	To Be Determined
4	TBA	To Be Announced
5	PFA	Please Find Attached
6	CC	Carbon Copy
7	BCC	Blind Carbon Copy
8	EOD	End Of Day
9	SOP	Standard Operating Procedure
10	N/A	Not Applicable
11	Q&A	Questions and Answers

#	Abbreviation	Full Meaning
12	POC	Point of Contact
13	FYA	For Your Action
14	FYR	For Your Reference
15	ASAP	As Soon as Possible
16	LOL	Laughing Out Loud
17	BRB	Be Right Back
18	OMG	Oh My God
19	IDK	I Don't Know
20	BTW	By The Way
21	TBH	To Be Honest
22	DM	Direct Message
23	TMI	Too Much Information
24	NB	Nota Bene (Note Well)

Use abbreviations only in text and email, not in voice messages.

Useful Phrases for Digital Communication

#	Phrase	Meaning
1	"Can you hear me?"	Used in audio/video calls to check if the other person can hear you (অডিও/ভিডিও কল অপরজন শুনতে পাচ্ছে কিনা চেক করার জন্য ব্যবহৃত)
2	"Let me know if you need anything."	A way to offer assistance (সাহায্যের প্রস্তাব দেওয়ার একটি উপায়)
3	"I'll get back to you."	Indicating you will reply later (পরে উত্তর দেবেন এমন ইঙ্গিত দেওয়া)
4	"Noted, thank you."	A polite acknowledgement of information (তথ্য গ্রহণের ভদ্র স্বীকৃতি)
5	"I'll follow up on this."	To indicate you'll revisit or check back on something (কিছু আবার দেখবেন বা খোঁজ নেবেন এমন ইঙ্গিত দেওয়া)
6	"Please find attached..."	Used when sending attachments in emails (ইমেলে সংযুক্তি পাঠানোর সময় ব্যবহৃত)
7	"Looking forward to hearing from you."	A polite way to close a message, often in professional settings (পেশাদার পরিবেশে বার্তা শেষ করার ভদ্র উপায়)
8	"I appreciate your prompt response."	A phrase to thank someone for replying quickly (দ্রুত উত্তরের জন্য কাউকে ধন্যবাদ জানানোর বাক্য)
9	"Keep me posted."	Asking someone to update you with information as it becomes available (তথ্য পাওয়া মাত্র আপনাকে আপডেট দিতে বলা)
10	"Let's schedule a call."	Suggesting to arrange a time for a conversation (কথোপকথনের জন্য সময় নির্ধারণের প্রস্তাব দেওয়া)
11	"Sorry for the delay."	A polite apology when you respond late (দেরিতে উত্তর দেওয়ার জন্য ভদ্রভাবে দুঃখ প্রকাশ)
12	"Just wanted to check in."	A casual way of reaching out to ask for an update or status (আপডেট বা অবস্থা জানতে চাওয়ার অনানুষ্ঠানিক উপায়)
13	"Please confirm."	A polite request for verification or acknowledgement (নিশ্চিতকরণ বা স্বীকৃতির জন্য ভদ্র অনুরোধ)
14	"As per my last email..."	Used to reference previous correspondence (পূর্ববর্তী যোগাযোগের উল্লেখ করতে ব্যবহৃত)
15	"Hope you're doing well."	A common friendly greeting used in emails or messages (ইমেল বা বার্তায় ব্যবহৃত একটি সাধারণ বন্ধুত্বপূর্ণ অভিবাদন)

ONLINE MEETING APPS

Popular Apps: Zoom, Google Meet, Microsoft Teams, Skype

Before Meeting:

- Check internet, mic, camera
- Join 5 minutes early
- Find quiet place with good light
- Dress neatly

During Meeting:

- Mute when not speaking
- Turn on video if possible
- Look at camera when talking
- Wait for turn to speak
- Use "raise hand" feature

Useful Phrases:

Situation	Say This
Joining	"Good morning everyone."
Sound check	"Can you hear me?"
Question	"I have a question about..."
Sharing idea	"I think we should try..."
Agreeing	"I agree with that."
Disagreeing	"I see it differently. Maybe we can also think about..."
Technical issue	"Sorry, connection is bad. Can you repeat?"
Closing	"Thank you all for your time."

After Meeting:

- Do your assigned tasks
- Check chat for shared files
- Share notes with absent colleagues

Quick Tips

1. Use right platform for right purpose
2. Know your audience – be formal with managers and clients
3. Be polite – use "please" and "thanks"
4. Reply on time
5. Think before sending – messages can be saved
6. Use abbreviations carefully
7. Keep work and personal separate
8. Follow company rules

3.3/ Task Sheet : Communicate on Digital Platforms

Demonstration Task

Question:

Compose a short professional message for a digital platform (WhatsApp) describing their services of their profession as per Competency Standard.

Answer:

1. Office Assistant

Good morning Sir.

I am an office assistant. I can help with office documents and communication.

Please contact me if you need any support. Thank you.

2. Customer Service Assistant

Hello Sir.

I work in customer service. I help customers with information and support.

Please contact me if you need any help. Thank you.

3. Receptionist

Good morning.

I work as a receptionist. I welcome visitors and manage calls.

Please contact me for any information. Thank you.

4. Sales Assistant

Hello Sir.

I am a sales assistant. I help customers choose products and give information.

Please contact me for any support. Thank you.

5. Delivery Service

Good morning Sir.

I provide delivery service in this area.

Please contact me if you need delivery support. Thank you.

6. Computer Support

Hello.

I provide computer setup and basic technical support.

Please contact me for any help. Thank you.

7. General Service Provider

Good morning Sir.

I provide professional support services.

Please contact me for any assistance. Thank you.

4. NETWORK AND INTERACT IN OFFICIAL SETTINGS

Learning Outcome: At the end of this session, the learner will be able to network and interact effectively in professional settings as per competency standard by interpreting networking concepts, using formal workplace language, and engaging appropriately with fellow professionals.

4.1/ Information Sheet

The Art of Professional Networking and Interaction: Building Bridges for Career Success

In the interconnected world of modern Bangladeshi business—from the vibrant trade shows at Bangabandhu International Conference Center to the corporate corridors of Motijheel, from factory visits in Savar to client meetings in Gulshan—your ability to network and interact professionally is not a supplementary skill; it is the very engine of career growth and opportunity creation. For a professional in Bangladesh, whether you are a merchandiser in the garment sector, a sales executive in pharmaceuticals, a banker in the financial district, or a logistics coordinator in Chattogram Port, your network is your net worth. This information sheet will guide you beyond simple conversation into the strategic realm of professional networking, transforming chance encounters into valuable relationships and everyday interactions into foundations for mutual success.

Interpreting the True Concept of Professional Networking

At its core, professional networking is the deliberate and strategic process of building and maintaining mutually beneficial relationships with other people in your work ecosystem. It is far more than collecting business cards or adding connections on LinkedIn. True networking is about **planting seeds for future growth**. It is the factory supervisor who maintains a good relationship with a machinery supplier, ensuring prompt service when a breakdown occurs. It is the junior accountant who impresses a senior from another firm at a seminar, leading to a mentorship opportunity. In the context of Bangladesh's relationship-driven business culture, known as *shamparka*, networking is deeply tied to trust (*bishwas*) and reciprocity (*parasparikota*). It is not about immediate gain but about creating a web of reliability and support that you can draw upon—and contribute to—throughout your career.

This concept rests on three pillars: **Building Connections** (initiating contact), **Maintaining Relationships** (nurturing the connection over time), and **Leveraging Networks** (appropriately seeking or offering help). A successful networker in Dhaka's business scene understands that a connection made today over *cha* (tea) with a potential client's representative could lead to a major order six months later. Networking happens everywhere: during office breaks, at industry association meetings like BGBA or FBCCI events, at training workshops, and even during social gatherings like Eid or Pohela Boishakh celebrations where professional and personal lives often blend.

Mastering Formal Language According to Workplace Standards

Professional interaction demands a specific register of language: formal and respectful. This is especially crucial in Bangladesh, where hierarchical respect and formal etiquette are highly valued in business contexts. Using formal language is not about showing off complex vocabulary; it is about demonstrating respect, professionalism, and clarity.

Formal language differs from casual talk in several key ways. It uses **complete sentences** instead of fragments. It employs **polite modals** like "could," "would," "may," and "might" instead of direct commands. It chooses **professional vocabulary**—"approximately" instead of "about," "purchase" instead of "buy," "inquire" instead of "ask." Critically, it maintains a **respectful tone** regardless of the situation.

Consider these contrasts applicable to a Bangladeshi workplace:

- **Informal:** "Hey, got a minute? Need the report." (To a close colleague)
- **Formal:** "Excuse me, Mr. Rahman. Could you please spare a moment? I need to discuss the sales report." (To a senior or client)

Key formal phrases for networking and interaction include:

- **For Greetings & Introductions:** "Good morning. My name is [Your Full Name]. I work with [Your Company] in the [Your Department]." A simple, "How do you do?" is a safe, formal alternative to "What's up?"
- **For Making Requests:** "Would it be possible for you to share your insights on...?" or "I would appreciate it if you could guide me to the right person."
- **For Offering Assistance:** "Please feel free to let me know if I can be of any assistance."
- **For Expressing Gratitude:** "Thank you for your valuable time." or "I sincerely appreciate your guidance."
- **For Closing an Interaction:** "It was a pleasure meeting you. I look forward to staying in touch."

The use of titles is paramount. Always address seniors, officials, and clients with their appropriate title (Mr., Mrs., Ms., Sir, Madam) followed by their surname unless they explicitly invite you to use their first name. This simple act shows deep respect.

Strategic Interaction with Fellow Professionals

Professional interaction varies significantly based on whom you are engaging with. The variable "Fellow Professionals" encompasses three distinct groups, each requiring a nuanced approach.

1. Interacting with Colleagues (Internal Network):

These are your teammates, peers from other departments, and supervisors within your own organization. The goal here is to build **collaboration, trust, and a supportive work environment**. Communication can be slightly less formal but must always remain respectful, especially with seniors. For example, while you might briefly chat with a peer from the production floor about cricket, your interaction should swiftly pivot to work matters with clarity. With a supervisor, your language should be more structured. Example: "Sir, regarding the shipping deadline, I have coordinated with the logistics team. We are on track for Friday." This demonstrates initiative and keeps the network within your company strong and informed.

2. Interacting with Clients (The Lifeline Network):

Clients are the lifeblood of any business. Interactions here must be **consistently polite, solution-oriented, and focused on building long-term confidence**. Every conversation, whether negotiating a price for a bulk yarn order or resolving a complaint about delivery to a retail outlet in Khulna, is an opportunity to strengthen the relationship. Use formal language at all times. Actively listen to their needs. Phrases like, "I understand your concern about the timeline. Let me propose a solution..." or "Thank you for your continued partnership. We value your business," are essential. In Bangladesh, where personal rapport often underpins business deals, showing genuine interest in a client's wellbeing (asking about their family during Eid, for instance) can be a powerful networking tool within appropriate boundaries.

3. Interacting with Officials from Other Companies (The Expansion Network):

This group includes suppliers, bankers, auditors, government liaison officers, and professionals from non-competing firms you meet at events. This is your **opportunity network** for learning, collaboration, and future prospects. The interaction style is formally respectful and exploratory. Your goal is to establish a credible, professional identity. For instance, when meeting a potential supplier from Narayanganj at a trade fair, you might say: "Your fabric quality looks impressive. I am with [Your Company]. We specialize in [Your Product]. Perhaps we can explore possibilities for the next season?" Exchange business cards formally (with both hands, a respectful gesture in Bangladesh) and follow up with a concise email: "Dear Mr. Ahmed, It was a pleasure connecting with you at the fair today regarding your denim collection. As discussed, I am attaching our company profile. Best regards, [Your Name]."

4.2/ Self Check : Network and Interact in Official Settings

1. Why is polite and professional communication important when dealing with clients?

Answer : It helps build confidence, ensures customer satisfaction, improves company reputation, and increases the chance of repeat business.

2. What is professional networking? Give one example from a Bangladeshi workplace.

Answer: Professional networking is building and maintaining relationships with other professionals for mutual benefit and career growth.

3. List the three types of fellow professionals you interact with in the workplace.

Answer: The three types are:

1. Colleagues
2. Clients
3. Officials from other companies

4. Why is it important to use formal language in the workplace?

Answer:

Formal language is used in a workplace to show respect and professionalism. It helps people communicate clearly and politely. Formal language also creates a positive work environment and avoids misunderstanding among colleagues, clients, and seniors.

4.3/ Task Sheet : Network and Interact in Official Settings

Demonstration Task

Question:

Demonstrate respectful and professional interaction with colleagues or seniors using suitable words and phrases as per CS.

Answer:

1. Talking with a Senior

Good morning Sir.
May I speak with you for a moment?
I need some guidance about my work.
Thank you for your support.

2. Asking for Help from a Colleague

Hello Rahim.
Could you please help me with this document?
I am having some difficulty.
Thank you for your help.

3. Requesting Permission

Excuse me Sir.
May I leave a little early today?
I have an urgent personal matter.
Thank you for your understanding.

4. Responding Politely to a Senior

Yes Sir.
I understand the instructions.
I will complete the task on time.
Thank you.

5. Informing a Senior

Good afternoon Sir.
I have completed the task you assigned.
Please check it when you have time.
Thank you.

১. How can you improve your English skills in your daily life?

উত্তর: I can improve my English by practicing speaking with friends, watching English movies or news, and reading English newspapers every day.

২. How can learning English help you in your future career?

উত্তর: English is an international language. It will help me communicate with global clients, get better job opportunities, and perform well in a professional environment.

৩. How will you greet a customer at your workplace?

উত্তর: I will greet a customer with a smile and say, "Good morning/afternoon, welcome! How can I help you today?"

৪. How do you usually spend your day?

উত্তর: I usually start my day with a light breakfast, go to work/class, and in the evening, I spend time with my family or read books.

৫. How would you describe your personality?

উত্তর: I am a hardworking, honest, and friendly person. I like to learn new things and enjoy working in a team.

৬. Can you name one teacher you liked? Tell us more about your teacher.

উত্তর: Yes, I liked my English teacher, Mr.

Rahim. He was very helpful and his way of teaching made everything easy to understand.

৭. What do you usually eat for breakfast/lunch/dinner?

উত্তর: For breakfast, I usually have bread and eggs. For lunch and dinner, I prefer rice, fish, and vegetables.

৮. Where is the nearest bus stop? Give me the direction.

উত্তর: The nearest bus stop is at the main road crossing. Go straight from this building, take a left turn, and walk for five minutes.

৯. Do you like your classmates/colleagues?

উত্তর: Yes, I like them very much. They are very supportive, and we help each other with our work.

১০. What do you mean by CV?

উত্তর: CV stands for Curriculum Vitae. It is a document that highlights a person's education, skills, and work experience for a job application.

ENGLISH FOR WORK

Level – 2

Demonstration

Module 1: Perform Basic Communication

1: Talk about the four basic language skills and how you use them in daily life.

(চারটি মৌলিক ভাষাগত দক্ষতা এবং আপনি দৈনন্দিন জীবনে সেগুলো কীভাবে ব্যবহার করেন সে সম্পর্কে বলুন।)

You:

"The four basic language skills are **listening, speaking, reading, and writing**.

I use **listening** when I listen to my supervisor or news.

I use **speaking** when I talk to colleagues or ask questions.

I use **reading** when I read notices or messages.

I use **writing** when I fill forms or send messages."

আমি **listening** ব্যবহার করি যখন আমি আমার সুপারভাইজারের কথা বা খবর শুনি।

আমি **speaking** ব্যবহার করি যখন আমি সহকর্মীদের সাথে কথা বলি বা প্রশ্ন করি।

আমি **reading** ব্যবহার করি যখন আমি নোটিশ বা বার্তা পড়ি।

আমি **writing** ব্যবহার করি যখন আমি ফরম পূরণ করি বা বার্তা পাঠাই।

2: Give examples of activities that help you improve the four language skills.

(চারটি ভাষাগত দক্ষতা উন্নত করতে সহায়ক কার্যক্রমের উদাহরণ দিন।)

You:

English	বাংলা অনুবাদ
To improve my listening , I listen to English news and watch English videos.	(আমার listening উন্নত করার জন্য আমি ইংরেজি খবর শুনি এবং ইংরেজি ভিডিও দেখি।)
To improve my speaking , I practice speaking English with colleagues and customers.	(আমার speaking উন্নত করার জন্য আমি সহকর্মী ও গ্রাহকদের সাথে ইংরেজিতে কথা বলার অনুশীলন করি।)
To improve my reading , I read newspapers, signboards, and instructions.	(আমার reading উন্নত করার জন্য আমি সংবাদপত্র, সাইনবোর্ড এবং নির্দেশনা পড়ি।)
To improve my writing , I write short messages and fill up forms in English.	(আমার writing উন্নত করার জন্য আমি ইংরেজিতে ছোট বার্তা লিখি এবং ফরম পূরণ করি।)

3: Talk about different ways of greeting people in formal and informal situations

(বিভিন্ন আনুষ্ঠানিক (formal) ও অনানুষ্ঠানিক (informal) পরিস্থিতিতে মানুষকে অভিবাদন জানানোর বিভিন্ন উপায় সম্পর্কে বলুন।)

You:

"There are different ways to greet people depending on the situation.

Formal greetings are for teachers, bosses, elderly people, and strangers. We say:

- 'Good morning, sir.'
- 'Good afternoon, madam.'

Informal greetings are for friends and family. We say:

- 'Hi!'
- 'Hello!'
- 'Hey, what's up?'

4: Demonstrate how you greet your teacher, friends, and strangers.

(আপনার শিক্ষক, বন্ধু, এবং অপরিচিত ব্যক্তিকে কিভাবে অভিবাদন জানান তা প্রদর্শন করুন।)

Assessor as Teacher:

You: "Good morning, teacher. How are you today?"

Assessor as Friend:

You: "Hi, Karim! How are you?"

Assessor as Stranger:

You: "Good morning!"

5: Talk about why greetings are important in communication.

(যোগাযোগে অভিবাদন কেন গুরুত্বপূর্ণ সে সম্পর্কে বলুন।)

You:

"Greetings are very important in communication for many reasons:

First, greetings show **respect** to others. When we greet someone, they feel valued.

Second, greetings help **start a conversation**.

Third, greetings create a **good impression**.

প্রথমত, অভিবাদন অন্যদের প্রতি শ্রদ্ধা দেখায়। যখন আমরা কারো সাথে অভিবাদন জানাই, তারা মূল্যবান বোধ করে।

দ্বিতীয়ত, অভিবাদন কথোপকথন শুরু করতে সাহায্য করে।

তৃতীয়ত, অভিবাদন ভালো ছাপ তৈরি করে।

6: Introduce yourself clearly and confidently. (নিজেকে স্পষ্ট ও আত্মবিশ্বাসের সাথে পরিচয় করিয়ে দিন।)

Self-Introduction Template (Global Standard)

Elements to Include:

- **Name:** Full name
- **Address:** City, country
- **Family Details:** Parents, siblings (optional)
- **Educational Background:** Highest degree, school/college/university
- **Professional Background:** Current or previous work experience
- **Likes and Dislikes:** Hobbies or personal interests

Sample Self-Introduction (Formal/Professional):

"Good morning, my name is Raza. I live in Barishal. I come from a family of five. My father is a businessman and my mother is a homemaker. I completed my Bachelor's degree in Business Administration from the University of Dhaka. I have worked as a Customer Service Assistant for two years at XYZ Company. I enjoy reading books and participating in community volunteer activities. I am excited to be here and look forward to learning and contributing to the team."

7: Talk about different ways of making requests / Demonstrate how to make polite requests.

(অনুরোধ করার বিভিন্ন উপায় সম্পর্কে বলুন / ভদ্রভাবে কীভাবে অনুরোধ করতে হয় তা প্রদর্শন করুন।)

You:

"There are many ways to make polite requests in different situations.

Formal requests:

- 'Could you please help me?'
- 'Would you mind opening the window?'
- 'Could you please explain this again?'
- 'Could you please check this report?'

Informal requests (with friends):

- 'Can you pass the salt, please?'
- 'Can I borrow your pen?'

8: Ask for help politely and respond appropriately

(ভদ্রভাবে সাহায্য চান এবং উপযুক্তভাবে প্রতিক্রিয়া দিন।)

Scenario: Simulation with peer/assessor (পরিস্থিতি: সহপাঠী/অ্যাসেসরের সাথে সিমুলেশন।)

Part 1: Asking for Help (Trainee makes request)

(সাহায্য চাওয়া (প্রশিক্ষার্থী অনুরোধ করবে)।)

- i. **Trainee:** "Excuse me, **please help me with** lifting this heavy box."

- ii. **Trainee:** "**I need help with** understanding this form. Can you explain it?"

Part 2: Responding to Requests (Trainee gives response)

(অনুরোধের জবাব দেওয়া (প্রশিক্ষার্থী প্রতিক্রিয়া দেবে)।)

Positive Response

Assessor: "Can you help me arrange these chairs?"

Trainee: "**Certainly.** I'll do it right now."

Negative Response

Assessor: "Can you help me finish this report today? It's urgent."

Trainee: "**I'm not sure.** I have my own work to complete. Maybe tomorrow morning?"

Module 1: Perform Basic Communication

1. *Talk about the four basic language skills and how you use them in daily life.*
2. *Give examples of activities that help you improve the four language skills.*

Role Play: Basic Communication in English Following Below Instructions

3. *Talk about different ways of greeting people in formal and informal situations by using appropriate words and phrases as per CS. (Can be a simulation practice with a peer/ assessor)*
4. *Demonstrate how you greet your teacher, friends, and strangers by using appropriate words and phrases as per Competency Standard. (Can be a simulation practice with a peer/ assessor)*
5. *Talk about why greetings are important in communication.*
6. *Introduce yourself clearly and confidently by using appropriate words and phrases as per Competency Standard*
7. *Talk about different ways of making requests. / Demonstrate how to make polite requests in different situations by using appropriate words and phrases as per Competency Standard) (Can be a simulation practice with a peer/assessor)*
8. *Ask for help politely and respond to the request appropriately by using appropriate words and phrases as per Competency Standard (Can be a simulation practice with a peer/ assessor)*

Module 2: Describe People, Place and Time

1. Describe yourself, your family, friends, and your colleagues.

Answer:

Self Description –

When describing yourself, you should include:

1. Your name
 2. Your age
 3. Your occupation/job
 4. Your hometown/address
 5. Your hobbies or interests
-

"Good afternoon. I'm **Rima Akter**. I'm **16 years old**. I'm an **HSC first-year student in Humanities Group** at Dhaka City College. I live in **Barishal** with my family. I love **writing poems, debating, and watching historical movies**. I'm interested in **political science** and **journalism**. My dream is to become a **journalist** or **news reporter**."

Good morning. My name is Sharmin Akter.

1. Your age: I am 21 years old.

2. Your occupation/job: I am a student. I am studying **Bachelor of Business Studies (Honours) in Management** at **Brojomohun College, Barishal**.

3. Your hometown/address: I am from **Jhalokathi**. Now I live in a **mess in Barishal city** near my college.

4. Your hobbies or interests: I like to **read books, watch business news, and spend time with friends**.

Thank you.

Describing Family Member

Relationship	Key Information to Include	Example Sentence
Parents	Occupation, personality, and location.	"My father is a retired school teacher; he is very wise and patient ."
Siblings	Occupation/study, age, and shared interests.	"My elder sister is studying at Dhaka University; she is quite creative ."
Spouse/Children	Occupation (spouse), age/hobbies (children).	"My wife works in a bank. We have one son who likes to play football."

Describing Colleagues

- **Colleagues:** Focus on their professional competency and personality traits relevant to teamwork.

Example: "Raihan **is** our team leader. He is exceptionally **organized and efficient**. He **helps** us solve problems quickly."

Describing Friends

- **Friends:** Focus on shared history, personality, and hobbies.

Example: "My friend, Kamal, **is** very **loyal and humorous**. We **have known** each other since childhood, and we **often go** fishing together."

2. Describe your favourite place.**Answer:**

Barishal is my hometown. It is a beautiful and peaceful city located in the southern part of Bangladesh. Barishal is famous for its rivers and natural beauty. The people here are very friendly and hospitable. I love my hometown very much.

3. Narrate an event that you have enjoyed most. (Mention date, time, place, narrate sequence with transitionals)

Answers:

1. What is the event?

The event that I enjoyed the most was my educational tour.

2. When was it?

It took place last year during the winter season.

3. Where was it?

At first, we travelled to Cox's Bazar.

4. Who was with you?

My classmates and teachers were with me; **moreover**, everyone was very excited about the trip.

5. How was it?

Then, the experience became extremely enjoyable **because** we visited many beautiful places, **such as** the sea beach and nearby attractions.

6. Was it memorable?

In the end, it was a truly memorable event; **as a result**, I felt very happy and refreshed.

Categories Used ✓

✓ Sequencing

At first, Then, In the end

✓ Adding Information

Moreover

✓ Giving Example

Such as

✓ Cause & Effect

Because, As a result

Combined Paragraph

The event that I enjoyed the most was my educational tour. It took place last year during the winter season. **At first**, we travelled to Cox's Bazar. My classmates and teachers were with me; **moreover**, everyone was very excited about the trip. **Then**, the experience became extremely enjoyable **because** we visited many beautiful places, **such as** the sea beach and nearby attractions. **In the end**, it was a truly memorable event; **as a result**, I felt very happy and refreshed.

সমন্বিত অনুচ্ছেদ

আমি যে ঘটনাটি সবচেয়ে বেশি উপভোগ করেছি তা ছিল আমার শিক্ষা সফর। এটি গত বছর শীতের সময় অনুষ্ঠিত হয়েছিল। প্রথমে আমরা কক্সবাজারে ভ্রমণ করি। আমার সহপাঠী ও শিক্ষকরা আমার সাথে ছিলেন; তাছাড়া সবাই এই ভ্রমণ নিয়ে খুব উত্তেজিত ছিল। এরপর অভিজ্ঞতাটি খুবই আনন্দদায়ক হয়ে ওঠে, কারণ আমরা সমুদ্র সৈকত ও আশেপাশের অনেক সুন্দর জায়গা পরিদর্শন করি। শেষ পর্যন্ত এটি সত্যিই একটি স্মরণীয় ঘটনা ছিল; ফলে আমি খুব আনন্দিত ও সতেজ অনুভব করেছিলাম।

4. Give direction to an area/area next to the center. (can be a simulated activity with a peer/assessor)

Answer:

Assessor / Peer :

" Would you please tell me the way to the Eye Hospital's English classroom from Nothullabad? "

(আপনি কি দয়া করে আমাকে বলতে পারেন নখুল্লাবাদ থেকে চোখের হাসপাতালের ইংরেজি শ্রেণিকক্ষে যাওয়ার পথটি?)

Trainee's Response:

" Sure, I'd be happy to help.

Step 1: From Nothullabad to the Eye Hospital

Take a rickshaw or an auto-rickshaw from Nothullabad.

Tell the driver to go to the Eye Hospital.

The fare is about 10 taka.

It will take about 5 minutes to reach there.

The Eye Hospital will be on your right, across from Oishi Super Shop.

ধাপ ১: নখুল্লাবাদ থেকে চোখের হাসপাতাল পর্যন্ত

নখুল্লাবাদ থেকে একটি রিকশা বা অটোরিকশা নিন।

ড্রাইভারকে বলুন যেন তিনি চোখের হাসপাতালে যান।

ভাড়া প্রায় ১০ টাকা।

সেখানে পৌঁছাতে প্রায় ৫ মিনিট সময় লাগবে।

চোখের হাসপাতালটি আপনার ডান পাশে থাকবে, ঐশী সুপার শপের বিপরীতে।

Step 2: From the Eye Hospital to the English Classroom

When you reach the hospital, you will find the stairs on the ground floor.

Please take the stairs up to the third floor.

The English classroom will be on your left. "

ধাপ ২: চোখের হাসপাতাল থেকে ইংরেজি শ্রেণিকক্ষ পর্যন্ত

আপনি যখন হাসপাতালে পৌঁছাবেন, তখন নিচতলায় সিঁড়ি দেখতে পাবেন।

দয়া করে সিঁড়ি দিয়ে তৃতীয় তলায় উঠুন।

ইংরেজি শ্রেণিকক্ষটি আপনার বাম পাশে থাকবে।

Module 2: Describe People, Place and Time

Role Play 1: Basic Communication in English Following Below Instructions

1. Describe your self, your family, friends, and your colleagues
2. Describe your favourite place
3. Narrate an event that you have enjoyed most. (Mention date, time, place, narrate sequence with transitionals)

Role Play 2: Basic Communication in English Following Below Instructions

4. Give direction to an area/area next to the center. (can be a simulated activity with a peer/assessor)

Module 3 : Communicate in the Workplace

1. Talk about why professional communication is important in an organization.

বাংলা অনুবাদ: একটি প্রতিষ্ঠানে পেশাদার যোগাযোগ কেন গুরুত্বপূর্ণ তা বলুন।

English Answer:

Professional communication is important because it helps people work properly.

It helps us understand instructions clearly and avoid mistakes.

Good communication creates teamwork and a good working environment.

বাংলা অনুবাদ:

পেশাদার যোগাযোগ গুরুত্বপূর্ণ কারণ এটি মানুষকে সঠিকভাবে কাজ করতে সাহায্য করে।

এতে কাজের নির্দেশনা পরিষ্কারভাবে বোঝা যায় এবং ভুল কম হয়।

ভালো যোগাযোগ দলগত কাজ ও ভালো কর্মপরিবেশ তৈরি করে।

2. Demonstrate and talk about appropriate words and phrases for professional communication at the workplace.

(কর্মস্থলে পেশাদার যোগাযোগের জন্য উপযুক্ত শব্দ ও বাক্য দেখান এবং বলুন।)

English Answer:

At the workplace, we use polite and respectful words.

Some common words and phrases are:

"Good morning", "Please", "Thank you", "Excuse me", and "May I help you?"

These words show professionalism and respect.

বাংলা অনুবাদ:

কর্মস্থলে আমরা ভদ্র ও সম্মানসূচক শব্দ ব্যবহার করি।

কিছু সাধারণ শব্দ ও বাক্য হলো:

"Good morning", "Please", "Thank you", "Excuse me", "May I help you?"

এই শব্দগুলো পেশাদার আচরণ ও সম্মান প্রকাশ করে।

3. Talk about the types of official documents used in the workplace.

(কর্মস্থলে ব্যবহৃত অফিসিয়াল ডকুমেন্টের ধরন সম্পর্কে বলুন।)

English Answer:

Official documents are used for formal communication.

Some common documents are letters, emails, notices, reports, forms, and memos.

বাংলা অনুবাদ:

অফিসিয়াল ডকুমেন্ট কর্মস্থলে আনুষ্ঠানিক যোগাযোগের জন্য ব্যবহার করা হয়।

কিছু সাধারণ ডকুমেন্ট হলো চিঠি, ইমেইল, নোটিশ, রিপোর্ট, ফর্ম ও মেমো।

4. Demonstrate and talk about polite and formal expressions used in professional communication.

(Talking about a job, giving instructions, checking understanding, making suggestions, Argumentation (agree, disagree), Negotiation (Persuade), Collaboration, Discussing advantages and disadvantages, Apology)

বাংলা অনুবাদ: কর্মস্থলে ভদ্র ও পেশাদার বাক্য ব্যবহার দেখান এবং বলুন।

(যেমন: কাজ সম্পর্কে বলা, নির্দেশ দেওয়া, বোঝা হয়েছে কিনা যাচাই করা, পরামর্শ দেওয়া, একমত/অসম্মত হওয়া, বোঝানো/রাজি করানো, দলগত কাজ, সুবিধা-অসুবিধা আলোচনা, ক্ষমা চাওয়া)

Situation (বাংলা)	Expression You Can Use	বাংলা অনুবাদ
Talking about job (কাজ সম্পর্কে বলা)	"I work in the finishing section. My job is to check quality."	"আমি ফিনিশিং সেকশনে কাজ করি। আমার কাজ হলো গুণমান পরীক্ষা করা।"
Giving instructions (নির্দেশনা দেওয়া)	"Please wear safety gloves before starting work."	"কাজ শুরু করার আগে দয়া করে সেফটি গ্লাভস পরুন।"
Checking understanding (বোঝা নিশ্চিত করা)	"Do you understand the process?"	"আপনি কি প্রক্রিয়াটি বুঝতে পেরেছেন?"
Making suggestion (প্রস্তাব দেওয়া)	"I suggest we take a short break now."	"আমি প্রস্তাব করছি আমরা এখন একটি ছোট বিরতি নিই।"
Agreeing (একমত হওয়া)	"I agree with you. That's a good point."	"আমি আপনার সাথে একমত। এটি একটি ভালো বিষয়।"
Disagreeing (অসম্মতি প্রকাশ করা)	"I see it differently. The cost might be high."	"আমি বিষয়টি ভিন্নভাবে দেখি। খরচ বেশি হতে পারে।"
Negotiation (আলোচনার মাধ্যমে সমাধান করা)	"If you help me today, I will help you tomorrow."	"আপনি যদি আজ আমাকে সাহায্য করেন, আমি আপনাকে কাল সাহায্য করব।"
Collaboration (একসাথে কাজ করা)	"Let's work together on this task."	"চলুন আমরা এই কাজটি একসাথে করি।"
Advantage (সুবিধা)	"One benefit is we can finish early."	"একটি সুবিধা হলো আমরা কাজটি আগে শেষ করতে পারি।"
Disadvantage (অসুবিধা)	"The disadvantage is extra time."	"এর অসুবিধা হলো অতিরিক্ত সময় লাগে।"
Apology (দুঃখ প্রকাশ)	"I apologise for the mistake."	"ভুলের জন্য আমি দুঃখিত।"

5. Demonstrate and explain how official documents are prepared according to workplace rules.

(কর্মস্থলের নিয়ম অনুযায়ী অফিসিয়াল ডকুমেন্ট কিভাবে তৈরি করা হয় তা দেখান ও ব্যাখ্যা করুন।)

English Answer:

Official documents are prepared by following workplace rules.

They use proper format and clear language.

They include date, subject, and signature.

Documents are checked before sending.

বাংলা অনুবাদ:

অফিসিয়াল ডকুমেন্ট কর্মস্থলের নিয়ম মেনে তৈরি করা হয়।

এতে সঠিক ফরম্যাট এবং পরিষ্কার ভাষা ব্যবহার হয়।

ডকুমেন্টে তারিখ, বিষয় এবং স্বাক্ষর থাকে।

পাঠানোর আগে ডকুমেন্ট যাচাই করা হয়।

6. Demonstrate a telephone conversation in a workplace situation following professional rules. (কর্মস্থলে পেশাদার টেলিফোন কথোপকথন দেখান।)

English Version	বাংলা অনুবাদ
Receiver: "Good morning, ABC Logistics. How can I help you?"	রিসিভার: "শুভ সকাল, ABC Logistics। আমি কীভাবে আপনাকে সাহায্য করতে পারি?"
Customer: "Good morning, this is Rahim. I'm calling to check my product delivery time."	গ্রাহক: "শুভ সকাল, আমি রহিম বলছি। আমি আমার পণ্যের ডেলিভারির সময় জানতে ফোন করেছি।"
Receiver: "Please tell me your order number."	রিসিভার: "দয়া করে আপনার অর্ডার নম্বরটি বলবেন।"
Customer: "My order number is 12345. When will it arrive?"	গ্রাহক: "আমার অর্ডার নম্বর 12345। এটি কখন পৌঁছাবে?"
Receiver: "It will arrive tomorrow afternoon."	রিসিভার: "এটি আগামীকাল বিকেলে পৌঁছাবে।"
Customer: "Okay, thank you. Goodbye."	গ্রাহক: "ঠিক আছে, ধন্যবাদ। বিদায়।"
Receiver: "You're welcome. Goodbye."	রিসিভার: "আপনাকে স্বাগতম। বিদায়।"

**** 6.1 Telephone Conversation (Supervisor)

Situation: অফিসে কাজ শেষ, কিন্তু security guard নেই।

Employee (Caller):

"Assalamu Alaikum sir, I'm Rocky. I finished my task for today. Now I want to go home, but I can't find the security guard in the office. What should I do now?"

Supervisor:

"Okay, please lock the office and leave the key at the reception."

7. Compose a short professional message for a digital platform (WhatsApp) describing their services of their profession as per Competency Standard.

(নিজের পেশার সেবা বর্ণনা করে একটি ছোট পেশাদার হোয়াটসঅ্যাপ বার্তা লিখুন।)

Answer : WhatsApp Short Messages – 3 Best Example

1. Task Completion Update

Situation: আপনি supervisor-কে জানাচ্ছেন যে আজকের কাজ শেষ করেছেন।

Message

Good evening sir,
I have completed today's tasks and submitted the report.
Please let me know if there is anything else to do.
Thank you

2. Tuition Teacher (Short Version)

Situation: WhatsApp-এ শিক্ষার্থী বা অভিভাবককে tuition service সম্পর্কে জানানো।

Message

Hello! I'm Rahim. I give tuition in English & Math for high school students.
I make lessons easy and help students improve.
If interested, please contact me.
Thank you.

Bangla Translation:

হ্যালো! আমি রহিম। আমি হাই স্কুলের শিক্ষার্থীদের জন্য ইংরেজি ও গণিত টিউশন দিই।
আমি বিষয়গুলো সহজ করি এবং শিক্ষার্থীদের দক্ষতা বাড়াই।
যদি আগ্রহী হন, দয়া করে যোগাযোগ করুন।
ধন্যবাদ।

3. Online Product Seller via Facebook Messenger (Short Version)

Situation: Facebook Messenger-এ গ্রাহককে product বিক্রি বা offer জানান।

Message

Hello! I'm selling [Product Name]. High quality at a good price.
Message me if you want details or to order.
Thank you.

Bangla Translation:

হ্যালো! আমি [Product Name] বিক্রি করছি। ভালো মানের এবং সাশ্রয়ী মূল্যে।
বিস্তারিত বা অর্ডারের জন্য আমাকে message করুন।
ধন্যবাদ।

8. Demonstrate respectful and professional interaction with colleagues or seniors. (সহকর্মী বা সিনিয়রের সাথে ভদ্র এবং পেশাদার আচরণ দেখান।)

1. Interaction with Colleague

Situation: আপনি সহকর্মীকে রিপোর্ট সম্পর্কে কিছু জানাচ্ছেন।

You:

"Hi Karim, I checked the report and corrected some mistakes. The totals are correct now. Please check it again before submitting."

Colleague:

"Okay, I will check it."

2. Asking for Help from a Colleague

Situation:

আপনি সহকর্মীকে একটি ডকুমেন্টে সাহায্য চাইছেন কারণ আপনি কিছুটা সমস্যায় পড়েছেন।

(You are asking a colleague for help with a document because you are having difficulty.)

English Conversation	বাংলা অনুবাদ
Hello Rahim.	হ্যালো রহিম।
Could you please help me with this document?	আপনি কি দয়া করে এই ডকুমেন্টে আমাকে সাহায্য করতে পারেন?
I am having some difficulty.	আমি এতে কিছুটা সমস্যায় পড়েছি।
Thank you for your help.	সাহায্যের জন্য ধন্যবাদ।

3. Requesting Permission from a Senior

Situation:

আপনি supervisor/manager-কে জানাচ্ছেন যে আজ ব্যক্তিগত কারণে কিছুক্ষণ আগে অফিস ছাড়বেন।

(You are requesting permission from your supervisor to leave a little early today due to an urgent personal matter.)

English Conversation	বাংলা অনুবাদ
Excuse me Sir.	এক্সকিউজ মি স্যার।
May I leave a little early today?	আমি কি আজ কিছুক্ষণ আগে অফিস ছাড়তে পারি?
I have an urgent personal matter.	আমার একটি জরুরি ব্যক্তিগত কাজ আছে।
Thank you for your understanding.	বোঝার জন্য ধন্যবাদ।

5. Informing a Senior

Situation:

আপনি supervisor বা senior কে জানাচ্ছেন যে তিনি যে কাজটি দিয়েছেন, তা শেষ করেছেন এবং তিনি সময় পেলে তা চেক করতে পারেন।

(You are informing your senior that you have completed the task assigned and requesting them to check it when they have time.)

English Conversation	বাংলা অনুবাদ
Good afternoon Sir.	শুভ অপরাহ্ন স্যার।
I have completed the task you assigned.	আমি আপনার দেওয়া কাজটি শেষ করেছি।
Please check it when you have time.	আপনি সময় পেলে দয়া করে এটি চেক করুন।
Thank you.	ধন্যবাদ।

Module 3: Communicate in the Workplace

1. *Talk about why professional communication is important in an organization.*
2. *Demonstrate and talk about appropriate words and phrases for professional communication at the workplace.*
3. *Demonstrate and talk about polite and formal expressions used in professional communication. (Talking about a job, giving instructions, checking understanding, making suggestions, Argumentation (agree, disagree), Negotiation (Persuade), Collaboration, Discussing advantages and disadvantages, Apology)*
4. *Talk about the types of official documents used in the workplace.*
5. *Demonstrate and explain how official documents are prepared according to workplace rules.*
6. *Demonstrate a telephone conversation in a workplace situation following the rules of professional telephone communication using appropriate words and phrases.*
7. *Compose a short professional message for a digital platform (WhatsApp) describing the services of their profession as per Competency Standard.*
8. *Demonstrate respectful and professional interaction with colleagues or seniors using suitable words and phrases as per CS.*

Module 4: Understand Lifestyle and Wellbeing

Role Play 1: Talking About Food and Festivals

Instructions:

Talk about your favorite restaurant, food preferences, festivals, and how you enjoy them.

Dialogue (with assessor/peer)

বাংলা: সংলাপ (অ্যাসেসর/সহপাঠীর সাথে)

1. Assessor: "Hello, please tell me about your favorite restaurant and the food you like."

(অ্যাসেসর: "হ্যালো, দয়া করে আপনার প্রিয় রেস্টুরেন্ট এবং আপনি যে খাবার পছন্দ করেন সে সম্পর্কে বলুন।")

You: "My favorite restaurant is Panshi Restaurant near my home. I like biryani very much. It tastes spicy and delicious. I also like grilled chicken because it is juicy and tasty. I don't like bitter gourd because it tastes too bitter."

বাংলা:

আপনি: "আমার প্রিয় রেস্টুরেন্ট হলো আমার বাড়ির কাছে পানশি রেস্টুরেন্ট। আমি বিরিয়ানি খুব পছন্দ করি। এর স্বাদ ঝাল ও সুস্বাদু। আমি গ্রিলড চিকেনও পছন্দ করি কারণ এটি রসালো ও সুস্বাদু। আমি করলা পছন্দ করি না কারণ এর স্বাদ খুব তেতো।"

2. Assessor: "What festivals do you celebrate?"

(অ্যাসেসর: "আপনি কোন কোন উৎসব উদযাপন করেন?")

You: "I celebrate Eid-ul-Fitr and Eid-ul-Adha. These are religious festivals for Muslims. We also celebrate Pohela Boishakh, which is a cultural festival in Bangladesh. During Eid, we wear new clothes, visit relatives, and eat special food."

বাংলা:

আপনি: "আমি ঈদুল ফিতর এবং ঈদুল আযহা উদযাপন করি। এগুলো মুসলমানদের ধর্মীয় উৎসব। আমরা পহেলা বৈশাখও উদযাপন করি, যা বাংলাদেশে একটি সাংস্কৃতিক উৎসব। ঈদের সময় আমরা নতুন কাপড় পরি, আত্মীয়দের সাথে দেখা করি এবং বিশেষ খাবার খাই।"

3. Assessor: "How do you enjoy these festivals? Tell me about the food, music, and clothes."

(অ্যাসেসর: "আপনি এই উৎসবগুলো কীভাবে উপভোগ করেন? খাবার, গান এবং পোশাক সম্পর্কে বলুন।")

You: "During Eid, we eat shemai, biryani, and roast chicken. The food tastes sweet and rich. We wear new Punjabi or saree. We listen to Eid songs and religious music. During Pohela Boishakh, we eat panta bhat with fried hilsa fish. It tastes sour and spicy. We wear red-white clothes and enjoy cultural programs."

বাংলা:

আপনি: "ঈদের সময় আমরা সেমাই, বিরিয়ানি এবং রোস্ট চিকেন খাই। খাবারের স্বাদ মিষ্টি ও সমৃদ্ধ। আমরা নতুন পাঞ্জাবি বা শাড়ি

পরি। আমরা ঈদের গান এবং ধর্মীয় সঙ্গীত শুনি। পহেলা বৈশাখে আমরা পান্তা ভাতের সাথে ভাজা ইলিশ মাছ খাই। এর স্বাদ টক ও ঝাল। আমরা লাল-সাদা পোশাক পরি এবং সাংস্কৃতিক অনুষ্ঠান উপভোগ করি।"

Role Play 2: Talking About Health and Hygiene

Instructions:

Talk about good health and hygiene practices, give advice, discuss common health issues and medical support.

Dialogue (with assessor/peer)

বাংলা: সংলাপ (অ্যাসেসর/সহপাঠীর সাথে)

4. Assessor: "Tell me about the good health and hygiene practices you follow."

(অ্যাসেসর: "আপনি যে ভালো স্বাস্থ্য ও স্বাস্থ্যবিধি মেনে চলেন সে সম্পর্কে বলুন।")

You: "I follow good health and hygiene every day. I wash my hands with soap before eating and after using the toilet. I brush my teeth twice a day. I take a shower daily to keep my body clean. I eat healthy food like vegetables and fruits. I drink clean water and exercise regularly."

বাংলা:

আপনি: "আমি প্রতিদিন ভালো স্বাস্থ্য ও স্বাস্থ্যবিধি মেনে চলি। আমি খাওয়ার আগে এবং টয়লেট ব্যবহারের পরে সাবান দিয়ে হাত ধুই। আমি দিনে দুইবার দাঁত ব্রাশ করি। শরীর পরিষ্কার রাখতে আমি প্রতিদিন গোসল করি। আমি শাকসবজি ও ফলের মতো স্বাস্থ্যকর খাবার খাই। আমি পরিষ্কার পানি পান করি এবং নিয়মিত ব্যায়াম করি।"

5. Assessor: "What advice can you give for good health and hygiene?"

(অ্যাসেসর: "ভালো স্বাস্থ্য ও স্বাস্থ্যবিধির জন্য আপনি কী পরামর্শ দিতে পারেন?")

You: "I advise everyone to wash hands regularly to stay safe from germs. Always cover your mouth when coughing or sneezing. Eat a balanced diet with rice, fish, vegetables, and fruits. Drink at least 8 glasses of water every day. Exercise for 30 minutes daily to stay fit. Don't eat too much oily food because it is not healthy."

বাংলা:

আপনি: "আমি সবাইকে জীবাণু থেকে নিরাপদ থাকতে নিয়মিত হাত ধোয়ার পরামর্শ দিই। কাশি বা হাঁচি দিলে সবসময় মুখ ঢেকে রাখুন। ভাত, মাছ, শাকসবজি ও ফল দিয়ে সুস্বাদু খাদ্য গ্রহণ করুন। প্রতিদিন অন্তত ৮ গ্লাস পানি পান করুন। সুস্থ থাকতে প্রতিদিন ৩০ মিনিট ব্যায়াম করুন। বেশি তেলযুক্ত খাবার খাবেন না, কারণ এটি স্বাস্থ্যকর নয়।"

6. Assessor: "What are some common health issues people face?"

(অ্যাসেসর: "মানুষ সাধারণত কী ধরনের স্বাস্থ্য সমস্যার মুখোমুখি হয়?")

You: "Common health issues are fever, cold, cough, headache, stomach ache, and diarrhea. In summer, many people get heatstroke and skin problems. In winter, people get cold and cough. Some people have diabetes and high blood pressure."

বাংলা:

আপনি: "সাধারণ স্বাস্থ্য সমস্যাগুলোর মধ্যে আছে জ্বর, সর্দি, কাশি, মাথাব্যথা, পেটব্যথা এবং ডায়রিয়া। গ্রীষ্মকালে অনেক মানুষের হিটস্ট্রোক ও স্বকের সমস্যা হয়। শীতকালে মানুষের সর্দি ও কাশি হয়। কিছু মানুষের ডায়াবেটিস এবং উচ্চ রক্তচাপ থাকে।"

6. Assessor: "What medical support do you take in different situations?"

(অ্যাসেসর: "বিভিন্ন পরিস্থিতিতে আপনি কী ধরনের চিকিৎসা সহায়তা নেন?")

You: "For fever or cold, I go to the pharmacy and buy medicine. If it is serious, I visit the doctor at the clinic. For stomach problems, I drink saline and take rest. My family has a health card, so we get medical support from the community clinic. In emergency, we call ambulance or go to the hospital."

বাংলা:

আপনি: "জ্বর বা সর্দি হলে আমি ফার্মেসিতে গিয়ে ওষুধ কিনি। যদি সমস্যা গুরুতর হয়, তাহলে আমি ক্লিনিকে গিয়ে ডাক্তারের কাছে যাই। পেটের সমস্যার জন্য আমি স্যালাইন পান করি এবং বিশ্রাম নেই। আমার পরিবারের একটি স্বাস্থ্য কার্ড আছে, তাই আমরা কমিউনিটি ক্লিনিক থেকে চিকিৎসা সহায়তা পাই। জরুরি অবস্থায় আমরা অ্যাম্বুলেন্স ডাকি বা হাসপাতালে যাই।"

Module 4: Understand Lifestyle and Wellbeing

Role Play 1: Professional Communication in English Following Below Instructions (Simulation practice with a peer/ assessor)

1. Talk about your favorite restaurant, food preference, and tastes (Which food do you like/ dislike? How does it taste?)
2. Talk about festivals using Words and Phrases related to festivals as per Competency Standard (e.g. religious, cultural and observances)
3. Talk how you enjoy the festivals and their specialty (food, music, clothes, etc) using phrases related to food as per Competency Standard.

Role Play 2: Professional Communication in English Following Below Instructions (Simulation practice with a peer/assessor)

1. Talk about the good health and hygiene they follow/ practice. using Words and Phrases related to Health and Hygiene as per Competency Standard.
2. Give advice for good health and hygiene using Words and Phrases related to Health and Hygiene
3. Talk on the common health issues and symptoms
4. Talk on the medical supports they take in different situations.

Module 5 : Identifying Challenges in Daily Life

1. Talk about common household problems in different situations by using relevant word phrases while talking about the problems in house or at workplaces.

প্রশ্নের বাংলা অনুবাদ:

বাড়ি বা কর্মস্থলে বিভিন্ন পরিস্থিতিতে সাধারণ গৃহস্থালি সমস্যাগুলো সম্পর্কে প্রাসঙ্গিক শব্দ ও বাক্যাংশ ব্যবহার করে কথা বলো।

Answer (Demo):

Common household problems are water leakage, power failure, and noise problems.
At home, there may be gas or electricity problems.
At the workplace, machine breakdown or cleanliness issues can happen.

2. Talk about common conflicts in the workplace.

প্রশ্নের বাংলা অনুবাদ:

কর্মস্থলে যে সাধারণ দ্বন্দ্ব বা সমস্যা দেখা যায় সেগুলো সম্পর্কে কথা বলো।

Answer (Demo):

Common workplace conflicts happen because of heavy workload, misunderstanding, and poor communication.
Sometimes conflicts occur due to time pressure or team problems.

3. Ask and give suggestions and solutions in different situations using Words and Phrases related to suggestions and solutions.

প্রশ্নের বাংলা অনুবাদ:

বিভিন্ন পরিস্থিতিতে পরামর্শ ও সমাধান সম্পর্কিত শব্দ ও বাক্যাংশ ব্যবহার করে পরামর্শ চাও এবং দাও।

Answer (Demo – Role style):

I can ask for suggestions by saying, “*What do you suggest?*”

I can give solutions by saying, “*I think we should work together.*”
This helps solve problems easily.

4. Talk about the important key parts of a CV.

প্রশ্নের বাংলা অনুবাদ:

একটি সিভির গুরুত্বপূর্ণ প্রধান অংশগুলো সম্পর্কে কথা বলো।

Answer (Demo):

The key parts of a CV are name, contact number, education, skills, and experience.
A CV also includes training and job objective.

5. Participate fluently in simulated job interview.

প্রশ্নের বাংলা অনুবাদ:

নকল বা অনুশীলনমূলক চাকরির ইন্টারভিউতে সাবলীলভাবে অংশগ্রহণ করো।

Answer (Demo – short role):

Good morning sir.

My name is Rahim.

I am a trained electrician.

I am hardworking and punctual. Thank you.

6. Talk about their specific job description/key role (in line with their profession).

প্রশ্নের বাংলা অনুবাদ:

নিজ নিজ পেশার সাথে মিল রেখে নিজের নির্দিষ্ট কাজের বিবরণ বা মূল দায়িত্ব সম্পর্কে কথা বলো।

Answer (Demo – example):

I work as a technician.

My job is to repair and maintain machines.

I follow safety rules and do my work carefully.

7. Demonstrate/talk about key modalities of presentation while dealing with customer/offices.

প্রশ্নের বাংলা অনুবাদ:

গ্রাহক বা অফিসের সাথে কাজ করার সময় প্রেজেন্টেশনের গুরুত্বপূর্ণ পদ্ধতিগুলো দেখাও বা সে সম্পর্কে কথা বলো।

Answer (Demo):

While presenting, I speak clearly and politely.
I maintain eye contact and listen carefully.
I use simple language and professional behavior.

8. Give a demo presentation following a standard presentation structure.

প্রশ্নের বাংলা অনুবাদ:

একটি মানসম্মত প্রেজেন্টেশন কাঠামো অনুসরণ করে একটি ডেমো প্রেজেন্টেশন দাও।

Answer (Demo – very short):

First, I give an introduction.
Then, I explain the main points.
Finally, I give a conclusion and say thank you.

Or

Demo Presentation

Topic: How to Stay Healthy at Work

8.1 Opening and Introduction

Good morning, everyone.

Welcome to my presentation. Today I will talk about how to stay healthy at work.

Let me introduce myself. My name is Rahim. I work as a machine operator in a garment factory.

The purpose of this presentation is to share simple tips for staying healthy while working.

8.2 Main Body and Content

Let's start with the first point: drinking water.

The first point I'd like to make is we must drink enough water. When we work for long hours, our body loses water. We should drink at least 8 glasses of water every day.

For example, in my factory, many workers bring a water bottle and keep it near their machine. This helps them remember to drink.

Moving on to the next section, let me talk about taking breaks.

Next, we'll look at sitting posture. When we sit for a long time, our back can hurt.

Let me explain this in more detail. We should sit with our back straight. We should take a 5-minute break every hour. We can walk a little or stretch our body.

8.3 Conclusion and Closing

To wrap up, staying healthy at work is simple.

Thank you for your attention.

8.4 Question and Answer

If you have questions, please feel free to ask.

Thank you.