



Task Title: Communicate Information to Supervisor

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☒ Apprenticeship ☒

Secondary School ☐ Post Secondary ☐ Independence ☐

Task Description: The learner will discuss a workplace concern based on a given scenario.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Interact with others/B1.1

Materials Required:

- Conversation partner (instructor or learner)

Notes for Instructors/Practitioners

In this taskset, the learner will choose from multiple scenarios that reflect job interactions in motive power, service, construction, and industrial workplaces. For the chosen scenario, the learner will communicate necessary information in conversation (B1.1) to another learner or instructor who will play the role of the supervisor.

This taskset can be repeated with different scenarios depending on the learner's interest. The given scenarios are most relevant for learners wishing to enter one of the skilled trades.

Learner Information

In the workplace, people often need to share important information with their supervisors. It is important to be able to communicate clearly in conversation to ensure that jobs are completed properly and mistakes are avoided.

Read Scenarios A, B, C and D and choose one.

Scenario A (Motive Power Sector): Annie works as an agriculture equipment technician. Her supervisor, Jeff, sets the daily schedule for each of the technicians and sends it by email before 7am. Each technician has a company truck and drives to different farms throughout the day to complete repairs. On Wednesday, Annie's schedule included farms that were furthest away from the office, so she spent more time driving than the other technicians. This has happened before and Annie wants to talk to Jeff about how the schedules are set up and whether she can trade some of her job site locations with co-workers who have been assigned to repair equipment on farms closer to the office.

Scenario B (Service Sector): Julie is a hairdresser at a busy salon. The stylists take turns washing and folding the towels at the end of each day. There is a schedule with each stylist's name and the day they are responsible for this task. On Wednesday, Julie is responsible for the towels. When she goes to complete this task, she finds a dirty pile of towels that were not washed and put away yesterday. Dennis was scheduled to wash the towels yesterday. Julie decides to talk to her supervisor.

Scenario C (Construction Sector): Paul works as a roofer for a busy construction company. He has noticed that he is the only one who is cleaning up his worksite before lunch. Some of his co-workers leave their tools and materials out when they leave for lunch. Today, Paul found a nail gun in the grass next to his truck. Paul decides to talk to his supervisor.

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Scenario D (Industrial Sector): Liam is an industrial electrician. For several months, he has been working with a large team that is building and installing equipment for a new food processing plant. Liam's co-worker, Andrew, has started taking off his safety equipment (safety glasses and safety hat) after the supervisor has checked in with the team for the day. Liam has already talked to Andrew about this, but Andrew seems unconcerned. He says it is too hot to wear his hat and his glasses fog up and make it hard for him to see. Liam decides to talk to his supervisor.

Work Sheet

Task 1: Based on the scenario you have chosen, discuss your concerns with another learner (or instructor) who will play the part of your supervisor.

Answer: No written response required here.

Task completed: Yes: ☐

Task 2: Describe to your supervisor one or two ideas you have for preventing this problem from happening again.

Answer: No written response required here.

Task completed: Yes: ☐

Task 3: Describe an example from your own work or volunteer experience where you had to discuss a concern with a supervisor.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

Answers will vary. The learner should clearly describe the workplace problem, theorize a possible solution or strategy, and relate the scenario to their own experience if possible.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B1.1	conveys information on familiar topics			
	shows awareness of factors such as social, linguistic and cultural differences that affect interactions in brief exchanges with others			
	chooses appropriate language in exchanges with clearly defined purposes			
	participates in short, simple exchanges			
	speaks or signs clearly in a focused and organized way			
	repeats or questions to confirm understanding			
	uses and interprets non-verbal cues (e.g. body language, facial expressions, gestures)			

This task: Was successfully completed ☐ Needs to be tried again ☐

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Learner Comments:

Instructor (print):

Learner (print):