

# OSLT Professional Managers

**Total Course Hours** 140 (classroom and online)

**Prerequisites** Canadian Language Benchmark (CLB) 6 to 8

Prior knowledge of or experience working in a management position

## Course Description

This course focuses on the language and socio-cultural communication requirements of professional managers at CLB 6 to 8. The course addresses the language and communication skills needed to gather and share information with staff, colleagues and upper levels of management; communicate in one-on-one interactions, in meetings and through email; manage challenging interactions with staff, colleagues and upper levels of management; give presentations appropriate for managers. Sector background knowledge and culture relevant to the workplace context in Ontario are explicitly addressed in communication practice tasks.

## Blended Delivery

This course is a blended course, which means that part of the instruction will take place in a face-to-face classroom and part will take place online. If this is a blended multi-site course, you will also have virtual classes using a video-conferencing system. A blended approach provides opportunities for different kinds of learning and engagement with course materials.

## Global Outcome

On successful completion of the 140-hour OSLT course, participants will be able to demonstrate the communication skills required to carry out key functions in management described above. These skill outcomes are broken down by unit as follows.

## Unit Outcomes

<b>Unit 1</b>	<b>Working as a Manager in Ontario</b> <ul style="list-style-type: none"><li>• Introduce yourself appropriately in a professional context.</li></ul>
<b>Unit 2</b>	<b>Gathering and Sharing Information</b> <ul style="list-style-type: none"><li>• Give and receive a verbal update.</li><li>• Give a short presentation in an organized and coherent manner.</li><li>• Summarize information in an email.</li></ul>
<b>Unit 3</b>	<b>Managing Interactions</b> <ul style="list-style-type: none"><li>• Contribute appropriately in a meeting.</li><li>• Use appropriate soft skills to manage a challenging interaction with a staff member or peer.</li></ul>

## Assessment Process

At the end of the course, you will complete a series of assessment tasks and your performance on them will determine your final achievement level for the course.

Your instructor will provide informal feedback on your communication skills in class and a written summary of your progress with respect to the unit outcomes at the end of Units 1 through 3.

## Course Expectations

In order to increase your communication skills, cultural competence and confidence in undertaking tasks common to professional managers in Ontario, your instructor will expect you to attend regularly so that you will have the opportunity to

- participate in discussions, dialogues and role-plays.
- participate in “course team” tasks.
- read and respond to course handouts and other written materials.
- participate fully in the online component of the course.
- complete homework assignments, as required.