

Contents

<i>To the Teacher</i>	xiii
<hr/>	
Part 1: Communicating with Clients	1
Unit 1: Talking with Clients	2
Meeting Clients	2
Listening for Language	2
Vocabulary: Medical Specialists	4
Communication Strategy: Verbal Cues	5
Communication Strategy: Self-Introductions	7
Pronunciation: Intonation in Yes–No Questions	8
Role Plays	10
Interacting with Clients	11
Listening for Language	11
Vocabulary: Filling Out Forms	12
Communication Strategy: Non-Verbal Communication	14
Communication Strategy: Greetings	16
Communication Strategy: Small Talk and Follow-Up Questions	17
Pronunciation: Intonation in <i>Wh</i> - Questions	19
Role Plays	21
End-of-Unit Discussion	22
Culture Point: Smiling	22
Unit 2: Managing Different Types of Clients	23
Working with the Elderly	23
Listening for Language	23
Vocabulary: Terms of Address	24
Communication Strategy: Comprehension Checks	26
Communication Strategy: Refusals	28
Pronunciation: Stress in Names	29
Role Plays	30
Working with Young People	31
Listening for Language	31
Vocabulary: Age-Appropriate Words and Phrases	32
Communication Strategy: Invented Words or Euphemisms	33
Communication Strategy: Distracting Someone	34
Pronunciation: Stress in Adjective-Noun Pairs	36
Role Plays	37
End-of-Unit Discussion	38
Culture Point: Caring for Children	38

Unit 3: Talking with Family Members	39
Reporting to Families	39
Listening for Language	39
Vocabulary: Words for Family	40
Communication Strategy: Rephrasing Language	42
Communication Strategy: Making Excuses	44
Pronunciation: Verb Endings	45
Role Plays	48
Answering Questions about Visiting Hours	49
Listening for Language	49
Vocabulary: Emotions	50
Communication Strategy: Non-Verbal Communication	51
Communication Strategy: Discussing Visiting Hours	53
Communication Strategy: Small Talk Topics	54
Pronunciation: Basic Sentence Stress	55
Role Plays	57
End-of-Unit Discussion	58
Culture Point: Physical Contact	58
<hr/>	
Part 2: Communicating with Colleagues	59
Unit 4: Working with Colleagues	60
Helping with Tasks	60
Listening for Language	60
Vocabulary: Words Related to Work	61
Communication Strategy: Referring to Others	63
Communication Strategy: Requesting and Giving Help	64
Communication Strategy: Expressing <i>Thank You</i> and <i>You're Welcome</i>	66
Pronunciation: /sh/ and /ch/ Sounds	68
Role Plays	69
Interacting in General	70
Listening for Language	70
Vocabulary: Acronyms	71
Communication Strategy: Clarification Requests for Meaning	72
Communication Strategy: Using the Telephone	74
Pronunciation: /th/, /ph/, and /gh/ Sounds	76
Role Plays	78
End-of-Unit Discussion	79
Culture Point: Saying No	79
Unit 5: Working with Doctors and Supervisors	80
Understanding Others on the Job	80
Listening for Language	80
Vocabulary: Words about a Serious Illness or Injury	82
Communication Strategy: Repetition Requests	83
Communication Strategy: Agreeing	85
Pronunciation: Stress in Numbers	87
Role Plays	89

Interacting with Supervisors	90
Listening for Language	90
Vocabulary: Idioms Associated with Understanding and Not Understanding	91
Communication Strategy: Responding	92
Communication Strategy: Apologizing	94
Pronunciation: Intonation to Show Surprise	96
Role Plays	97
End-of-Unit Discussion	98
Culture Point: Working under Supervision	98
<hr/>	
Part 3: Client Information	99
Unit 6: Maintaining a Client Records	100
Charting	100
Listening for Language	100
Vocabulary: Abbreviations	101
Communication Strategy: Confirmation Checks	104
Communication Strategy: Soliciting Information	106
Pronunciation: Stress in Abbreviations and Numbers	107
Role Plays	108
Filling Out Forms	109
Listening for Language	109
Vocabulary: ADL Checklist Terms	110
Communication Strategy: Double-Checking Information	111
Communication Strategy: Drawing Conclusions	113
Pronunciation: Primary Sentence Stress	115
Role Plays	115
End-of-Unit Discussion	116
Culture Point: Fate	117
Unit 7: Exchanging Information during Shift Changes	118
Reporting Live Client Handovers	118
Listening for Language	118
Vocabulary: Work Duties	119
Communication Strategy: Clarification Requests	120
Communication Strategy: Summarizing	122
Pronunciation: Moving the Primary Stress	124
Role Plays	126
Giving Shift Reports	127
Listening for Language	127
Vocabulary: More Work Duties	128
Vocabulary: Frequency of Duties	129
Communication Strategy: Listening to Instructions	130
Communication Strategy: Telling a Story	131
Pronunciation: Past Tense Endings	134
Role Plays	137
End-of-Unit Discussion	138
Culture Point: Finishing Work on Time	138

Part 4: Around the Facility	139
Unit 8: Knowing Facility Locations	140
Learning Locations	140
Listening for Language	140
Vocabulary: Locations within a Medical Facility	141
Communication Strategy: Describing the Functions of Locations	143
Communication Strategy: Making Comparisons	144
Pronunciation: Compound Nouns	146
Role Plays	146
Getting around the Facility	147
Listening for Language	147
Vocabulary: Prepositions and Adverbs of Place	148
Communication Strategy: Asking for and Giving Directions	149
Communication Strategy: Giving Longer or More Complex Directions	150
Pronunciation: Two-Word Nouns	151
Role Plays	152
End-of-Unit Discussion	151
Culture Point: Giving Feedback	152
Unit 9: Being Safe on the Job	153
Managing Accidents	153
Listening for Language	153
Vocabulary: Word Partnerships	154
Communication Strategy: Giving Warnings	155
Communication Strategy: Reporting an Accident or Event	156
Pronunciation: Rhythm	157
Role Plays	159
Handling Emergencies	160
Listening for Language	160
Vocabulary: Emergency Codes	161
Communication Strategy: Responding	162
Communication Strategy: Following Phone Conversations	164
Pronunciation: Reduced Speech (Verbs)	165
Role Plays	167
End-of-Unit Discussion	168
Culture Point: Giving Praise	168
Part 5: Caring for Clients	169
Unit 10: Providing Assistance	170
Giving Instructions	170
Listening for Language	170
Vocabulary: Common Injuries and Related Words	171
Communication Strategy: Checking for Understanding	173
Communication Strategy: Giving Instructions	174
Pronunciation: Contrastive Stress	176
Role Plays	178

Providing Everyday Needs	179
Listening for Language	179
Vocabulary: Personal Hygiene	180
Communication Strategy: Offering Help	181
Communication Strategy: Stating Intentions	183
Pronunciation: <i>can</i> vs. <i>can't</i>	184
Role Plays	186
End-of-Unit Discussion	187
Culture Point: Yes and No Answers	187
Unit 11: Monitoring Clients	188
Identifying Symptoms and Remedies	188
Listening for Language	188
Vocabulary: Common Medications	189
Vocabulary: Body Parts	191
Communication Strategy: Discussing Options	192
Communication Strategy: Giving Advice	194
Pronunciation: Linking Consonant to Consonant	196
Pronunciation: Intonation in Choice Questions	197
Role Plays	199
Giving Medications	200
Listening for Language	200
Vocabulary: Symptoms and Remedies	201
Communication Strategy: Correcting Someone	202
Communication Strategy: Interrupting	204
Pronunciation: Linking Consonant to Vowel	205
Role Plays	207
End-of-Unit Discussion	208
Culture Point: Losing Face	208
Unit 12: Handling Emotional and Mental Health Issues	209
Dealing with Angry or Violent Clients	209
Listening for Language	209
Vocabulary: Angry or Violent Behavior	210
Communication Strategy: Gestures	211
Communication Strategy: Dealing with Complaints	214
Communication Strategy: Disagreeing	216
Pronunciation: Trimming the Letter <i>h</i>	218
Role Plays	220
Coping with Death and Dying	221
Listening for Language	221
Vocabulary: Near-Death and Death Idioms	222
Communication Strategy: Avoiding the Issue	224
Communication Strategy: Expressing Condolences	225
Pronunciation: Contractions	227
Role Plays	229
End-of-Unit Discussion	230
Culture Point: Confusion with Idioms	230
<i>Culture Point Explanations</i>	231