



*Communicative Competency for Female Refugees on the Shop Floor:
Improving communication skills in the workforce*

INTELLECTUAL OUTPUT 2

COCOFE

E-LEARNING

PLATFORM

MINI

DICTIONARY

COURSE COMPANION BOOK



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LESSON 1: GREETINGS

WORDS	DEFINITION
1.GREETINGS	Something that you do or say to welcome somebody.
2.HANDSHAKE	Action to shake someone's hand with your own.
3.SMILE	Make a smile appear on your face.
4.HUGS	Action to put your arms around someone.
5.TO GREET	Say hello or welcome somebody.
6.BEHAVIOUR	Way of behaving/doing things.
7.FORMAL	Very correct, proper.
8.INFORMAL	Not following strict rules.
9.RELATIONSHIP	Way of behaving toward someone.
10.CONTEXT	Particular situation.

LESSON 1: GREETINGS

PHRASES	DEFINITION
1.EYE CONTACT	Look someone in his/her eyes.
2.PERSONAL SPACE	Respect of personal physical boundaries.
3.BODY LANGUAGE	Non-verbal expression, way of behaving.
4.INTRODUCE YOURSELF	Short personal presentation.
5.HOW ARE YOU?	Formal greeting asking if the person in front of you is fine.
6.NICE TO MEET YOU	Way to express the pleasure to meet someone.
7.NICE TO MEET YOU TOO	Way to answer that the pleasure is shared.
8.WHATS' UP?	Informal way to ask someone the latest news about him/herself.
9.HAVE A NICE DAY	Way to wish a pleasant day to someone.
10.ENDING A CONVERSATION	Bringing a conversation to an end with a valediction.

LESSON 2: APPROPRIATENESS OF LANGUAGE

WORDS	DEFINITION
1.FORMAL	(Language) a style of language that is appropriate to serious situations and subjects/ following the suitable official methods.
2.INFORMAL	(Language) relaxed or friendly; appropriate to most types of everyday speech.
3.AUDIENCE	A group of people who have gathered/ come to watch or listen to something (film, performance, speech, concert).
4.GENUINENESS	The fact of being honest, real and exactly what it appears to be; the fact of not being artificial.
5.DESPITE	Used for saying that something happens even though something else might have happened or prevented it.
6.INTERCHANGE	An exchange, especially of ideas or information, between different people or groups.
7.STATEMENTS	Something that you say or write that gives information or an opinion.
8.DISTINGUISHED	Successful or respected by many people.
9.SOPHISTICATED	Clever and complicated in the way that it works or is presented/ knowing and understanding a lot about complicated subjects.
10.LINKING	A connection between two people, things, ideas.

LESSON 2: APPROPRIATENESS OF LANGUAGE

PHRASES	DEFINITION
1.FEEL AT EASE	Feeling confident, comfortable and relaxed.
2.SLANG EXPRESSIONS	The use of words and expressions that are not considered as appropriate and suitable in more serious (formal)situation-expressions that are very informal.
3.MY BAD	A casual/ informal way that used to accept/admit/recognise/take responsibility for a mistake.
4.SLEEP TIGHT!	Sleep well/have a good sleep.
5.SOUNDS LIKE FUN!	To seem to be something that you would enjoy.
6.TONE OF VOICE	The way a person is speaking to someone, for example: serious, optimistic.
7.INTERCHANGE OUR ATTITUDE	An exchange of a feeling or opinion about something or someone or a way of behaving that is caused by this.
8.SOCIAL CONTEXTS	The specific setting in which the activity of being with, talking to other people and the way that people react to each other (social interaction) takes place.
9.BODY POSTURE	The way you position/place your body.
10.FACIAL EXPRESSIONS	Showing how you feel by moving your face/by the movement of your facial muscles, without saying a word.

LESSON 3: CONVIVIALITY, IDENTIFICATION AND USE OF POLITE EXPLETIVES AS A SOCIAL BONDING TOOL

WORDS	DEFINITION
1.TO SIGNAL	To convey information or instructions by means of a gesture, action or sound.
2.OVERTIME	Time worked in addition to your normal hours.
3.A BREWERY	A place where beer is made commercially.
4.TALK	Speak in order to give information or express ideas or feelings.
5.PROFANITIES	Bad language, obscenities.
6.A CANINE	A dog.
7.PROCREATION	Production of babies.
8.A PELLET	Small, rounded, compressed mass of a plastic.
9.A SACK	A large bag made of a strong material.
10.OVERTIME	Time worked in addition to your normal hours.

LESSON 3: CONVIVIALITY, IDENTIFICATION AND USE OF POLITE EXPLETIVES AS A SOCIAL BONDING TOOL

PHRASES	DEFINITION
1.A SOCIAL-BONDING TOOL	A way to make friends and integrate socially.
2.TO WIND SOMEONE UP	To annoy someone.
3. CULTURAL ASPECT	The religion, morals, arts, etiquette, law, history and economics of a given group.
4.SOCIAL ASPECTS	A set of skills that allow us to relate to and establish stable and effective relationships with people.
5.BODY LANGUAGE	Consists of communication expressed through gestures, postures and movements, both body and facial.
6.SWEAR PROPERY	In some situations, it is not considered bad form to use a few swear words, for example to break the ice.
7.AN INJECTION-MOULDING MASCHINE	A machine that produces plastic products.
8.TO PISS UP SOMETHING	To spoil or ruin something.
9.TO TAKE A QUICK WHIZZ	To urinate quickly.
10.A SWEAR WORD	A bad or obscene word.

LESSON 4: SMALL TALKS AND INITIATING CONVERSATIONS

WORDS	DEFINITION
1.TURNS	Moment when the conversation is switching.
2.CONVERSATION	Verbal exchange between 2 or more persons.
3. TOPIC	What is the conversation about.
4.POSE	Moment of silence.
5.ROLE	Function or position someone has.
6.MESSAGE	Core of a communication action.
7.MISUNDERSTADING	Situation when a message is not correctly understood.
8.. INTERLOCUTOR	Person(s) taking part in a conversation with you.
9.SPEAKER	Person currently speaking.
10.LISTENER	Person listening to the speaker.

LESSON 4: SMALL TALKS AND INITIATING CONVERSATIONS

PHRASES	DEFINITION
1.SMALL TALKS	Light, casual conversation.
2.WEATHER FORECASTS	Topic of small talk around the weather.
3.INITIATING A CONVERSATION	Beginning, starting a verbal exchange with someone.
4.ACTIVE LISTENING	Showing the other interlocutor that you are listening fully.
5.PAY ATTENTION	Focusing on what your interlocutor is saying.
6.TURNING POINTS	Stage in a conversation when the topic is changing.
7.NON-VERBAL SIGNALS	Cues related to body language.
8.HOW WAS YOUR DAY? / DID YOU HAVE A NICE DAY?	Inquiry showing interest in your interlocutor.
9.HOW HAVE YOU BEEN FEELING TODAY?	Inquiry showing interest in your interlocutor's feelings.
10.LOOKING FORWARD TO	Expect something with pleasure.

LESSON 5: TURN TAKING IN CONVERSATIONS

WORDS	DEFINITION
1. INTERRUPTION	To stop a person from speaking or completing an action.
2. SALARY	The sum of money paid by an employer to an employee, usually on a monthly basis.
3. CLUES	A sign or information that helps a person find an answer to a problem or situation.
4. ACCEPTABLE	Something that is agreed upon or suitable.
5. MOODY	Somebody who has unpredictable changes in mood – either angry or sad.
6. TO GAUGE	To estimate or determine a level of something – E.g: To gauge someone's feelings – Do you think they are happy or sad?
7. APPROPRIATE	Suitable / acceptable for a situation.
8. CAPITAL	A Capital City is where a country's Government and leaders work from.
9. OPINION	A person's view / idea or judgement, not necessarily based on fact.
10. EMPHASIS	Stress given to something to highlight the importance of it.

LESSON 5: TURN TAKING IN CONVERSATIONS

PHRASES	DEFINITION
1.TO PASS MY TIME	To spend time doing something to alleviate boredom.
2.ONE SIDED CONVERSATIONS	Conversations where only one person speaks and doesn't listen to the other person or people.
3.A MEANINGFUL CONVERSATION	A conversation that has a purpose and allows people to comfortably take part in.
4.TO DEMONSTRATE A LACK OF RESPECT	To show disrespect to someone or something.
5.TO TALK OVER SOMEBODY LOUDLY	To not let a person to speak freely – to not listen to them
6.TO JOIN A CONVERSATION	To participate in a conversation already in progress.
7.BODY LANGUAGE	The language other than the words we speak, things like gestures and facial expressions.
8.TO EXPRESS AGREEMENT	To make it known that you are of the same opinion, you agree with the other person.
9.TO BE DEAD RIGHT	To be correct about something.
10.GREAT MINDS THINK ALIKE	Used when people all agree on the same thing and have the same mindset.

LESSON 6: EFFECTIVE COMMUNICATION

WORDS	DEFINITION
1.SARCASM	Bitter statements that mock or mean the opposite of what is said.
2.QUESTIONS	A sentence in a form that is spoken to someone in order to get information in reply.
3.INTERACT	Social communication between people.
4.TONE	Any sound thought of in terms of its quality, pitch, strength, source.
5.ACCENT	The amount of prominence of a spoken sound, in terms of pronunciation, pitch or a combination of these.
6.EXPRESSIONS	The act of expressing or setting forth in words.
7.CONVERSATIONS	Informal talk.
8.SIGNS	A gesture used to express or convey information, an idea, etc.
9.UNCONSCIOUSLY	Not noticed at the level of awareness.
10.INVOLUNTARILY	Not voluntary; independent of one's will.

LESSON 6: EFFECTIVE COMMUNICATION

PHRASES	DEFINITION
1.COMMUNICATE EFFECTIVELY	Is defined as when a message is shared, received and understood without altering its final objective.
2.BODY LANGUAGE	Consists of communication expressed through gestures, postures and movements, both body and facial.
3.LOCAL ASPECTS	Factors in a community that influence communication.
4.VERBAL COMMUNICATION	Is carried out through words or writing.
5.. NON-VERBAL COMMUNICATION	Is carried out without using any written or spoken words, but rather using gestures, sounds or even images.
6.NON-LINGUSTIC SIGNS	Are objects or entities that communicate something, but are not mediated by either spoken or written language.
7.EXPRESS AFIRMATION	Expression indicating that something is true.
8.EXPRESS NEGATION	Implies the expression of the non-existence of something or the non-performance of an action.
9.ESTABLISHING A CONVERSATION	Is an oral, written or sign language dialogue between two or more persons who speak alternately, expressing their ideas.
10.TIMBRE OF LANGUAGE	Sound quality, which differentiates between those of the same pitch.

LESSON 7: HUMOUR

WORDS	DEFINITION
1.CHILDLIKE	An adult who has the qualities of a child.
2.TALKATIVE	Someone who enjoys talking a lot.
3.VEHICLE	A means of transport, such as a car, a van, a plane.
4.MISINTERPRETED	Not understood correctly the information you have been given.
5.BANTER	A playful, friendly exchange between friends such as teasing or mocking, but not meant in a harmful way.
6.SARCASM	Using irony to mock someone.
7.POISONING	A dangerous substance which causes illness.
8.UNDERSTATEMENT	Showing something as being smaller or less important than it really is.
9.MINISTER	A person in charge of a Governmental department.
10.REPRESENTATIVE	A person who has been chosen to speak for other people such as a company or organisation.

PHRASES	DEFINITION
1. TO SPOT HUMOUR	To be able to recognise / understand humour.
2. TO HAVE THE POTENTIAL FOR	To possess the ability to be able to develop further.
3. WRITTEN HUMOUR	Humour that is found in written mediums, such as books.
4. SPOKEN HUMOUR	Humour that is expressed through words.
5. SOCIAL INEPTITUDE	People who are unable to comfortably socialise with other people.
6. TO CONVEY THE OPPOSITE MEANING	To show the opposite meaning of something.
7. INDIRECTS REMARKS	To refer to / talk about something without being clear – to beat around the bush.
8. A GENTLE WAY	To do something without aggression, calmly and carefully.
9. TO ENTERTAIN AUDIENCES	To provide people watching, reading or listening with amusement or enjoyment.
10. A FORM OF TEASING	A type of way to ‘make fun’ of people in a nonharmful way.

LESSON 8: PERSONAL ISSUES

WORDS	DEFINITION
1.AN APPOINTMENT	Often an official arrangement to meet someone at a particular time and place.
2.TO SCHEDULE	To plan the time, details or arrangements for an appointment or event (i.e. to schedule an appointment).
3.TO BOOK	To reserve (accommodation, a place, etc.) for a specific date and time; to buy (a ticket) in advance; to schedule (an appointment, a meeting).
4.AN ONLINE FORM	An online document with pre-set blank spaces for information to be inserted.
5. IMMIGRATION OFFICE	The government department responsible for laws and services regarding immigrants and immigration.
6.A REGISTRATION FORM	A form for registering your information (e.g. name, address, contact information) in order to gain access to a particular service either online or offline.
7.DOCTOR'S SURGERY	A British English term for doctor's office; usually a local office for municipal health care services.
8.SYMPTOMS	A physical or mental problem that a person experiences that may indicate a disease or condition. Some examples of symptoms are headache, fatigue, nausea and pain.
9.PRESCRIPTION	A written direction or order by a medical practitioner (e.g. a doctor's prescription) for the preparation and use of a medicine.
10.A CREDIT CARD	A plastic card issued by a bank or other financial service, allowing the holder to purchase goods or services on credit online or offline.

LESSON 8: PERSONAL ISSUES

PHRASES

DEFINITION

1. TO BOOK AN APPOINTMENT

To make, to set up, to reserve, to get an appointment or a meeting at a particular time and place.

2. TO SCHEDULE AN APPOINTMENT

Synonymous to booking an appointment; to make, to set up, to reserve, to get an appointment or a meeting at a particular time and place.

3. TO FILL IN A REGISTRATION FORM

To fill in or insert your information in a registration form in order to gain access to a particular service either online or offline.

4. I NEED TO BOOK A DOCTOR'S APPOINTMENT

This is a way of stating that you need to see the doctor and would like to make or set up an appointment.

5. TO DESCRIBE SYMPTOMS

This means telling someone (e.g. the doctor) about the physical or mental symptoms or problems you are experiencing.

6. I AM FEELING UNWELL

This is a way of expressing that you don't feel well; that you may be ill.

7. A SINGLE OR RETURN TICKET

A single ticket means a one-way ticket to a destination (by bus, train, boat etc.), whereas a return ticket means a ticket to both directions.

8. I'M AFRAID I WON'T BE ABLE TO MAKE IT

This is a polite way of saying that you will not be able to go to an appointment, meeting or other event agreed upon in advance.

9. I CALLED EARLIER ABOUT

This is a way of saying that you have been in contact about the same issue previously.

10. WOULD YOU LIKE TO PAY BY CASH OR CARD?

This is a phrase that salespersons often use to ask whether you would like to use cash or a credit card / debit card to pay for your purchase.

LESSON 9: SOCIAL ARRANGEMENTS

WORDS	DEFINITION
1.AN INDIAN	A person from India, or Indian takeaway or restaurant food.
2.A SHIFT	A period of work in a day.
3.SHALL	Expressing the future tense, a suggestion.
4.WATERCRESS	A small Eurasian plant which is used in salads.
5. BRIE	A soft creamy French cheese with a white skin.
6.PREPARE	Make something ready for use. For example: prepare a pizza.
7.BABYSITTER	A person who looks after a child or children while the parents are out.
8.MENTION	Refer to something briefly and without going into detail.
9.HAZELNUT	A round brown hard-shelled nut that is the edible; fruit of the hazel.
10.SEAFRONT	The part of a coastal town next to and directly facing the sea.

LESSON 9: SOCIAL ARRANGEMENTS

PHRASES	DEFINITION
1.A GIRL'S NIGHT	A fun evening spent among women away from home, in a restaurant, pub, bar or club.
2.TO HANG OUT	To to be with friends.
3.ANYTHING TO EAT?	Do you want anything to eat? Would you like something to eat?
4.HANG ON	Wait.
5. IT'S A PITY	It is used when we want to show that we also feel sad.
6. A NIGHT IN	To have a night in, at home or to have an evening spent doing relaxed activities at home, such as watching television, reading, listening to music.
7.BRING SOMETHING OR SOMEONE	To take or go with (someone or something) to a place. For example: bring cheese cake, bring the kids to my place.
8.TO FANCY SOMETHING OR DOING SOMETHING	To want to have or do something.
9.ACROSS THE ROAD	On or to the other side of the street directly across from something.
10.A FREE-RANGE EGG	Free-range eggs are eggs produced from birds that may be permitted outdoors.

LESSON 10: JOB INTERVIEW

WORDS	DEFINITION
1.INTERVIEW	A meeting in which someone asks you questions to see if you are suitable for a job or a course.
2.PREPARATION	The act or process of getting ready for something or making something ready.
3.ANTICIPATED	To imagine or think that something will happen.
4.CANDIDATE	A person who is trying to be elected or is applying for a job.
5. TIMELINE	An horizontal line that which shows the time and the order in which events have happened in the past, towards the left and will happen in the future, towards the right.
6.ACRONYM	A word/an abbreviation formed from the first letters of the words that make up the name of something, pronounced as a word.
7.THUS	As a result of the fact that you have just mentioned/in this way.
8.SUPERVISION AND GUIDANCE	Supervision: the act of watching a person or activity making sure that everything is done correctly. Guidance: help and advice about how you should do something or how you should behave.
9.CONCISE	Giving only information that is necessary and important, using few words.
10.SABOTAGE	The act of preventing something from being successful or being achieved.

LESSON 10: JOB INTERVIEW

PHRASES	DEFINITION
1.DRESS CODE OF THE COMPANY	A set of rules about what you should wear that the company follows.
2.GREETING YOUR INTERVIEWER	Something polite and friendly that you should say when you meet the person who will ask you the questions in an interview.
3.ACKNOWLEDGING YOUR MISTAKES	Understanding/accepting/admitting/recognising that they have done something wrong/ not correct.
4.PREPARING DIFFERENT SCENARIOS	Getting ready for different situations that can possibly happen in the future.
5.FURTHER JUSTIFICATION	Giving more, additional reasons of why something is correct/ exists or is done.
6.IN PRACTICE	In reality/what actually happens.
7.ASKED TO ANSWER SITUATIONAL QUESTIONS	When they ask you to share/tell them what they would do or have done in real-previous experience/situations and how you reacted/will react.
8. UNDER A LOT OF PRESSURE	In a state/situation where you /feel a lot of stress or anxiety because you have too much to do.
9. WITH THE RESPECT OF MY CLIENT'S OPINION	With reference/concern / relation to the customer's (a person who pays for the services of a professional person) attitude/ opinion/ thoughts towards something.
10. AREAS OF STRUGGLE	A particular subject or activity where you try very hard to do something when it is difficult or when there are a lot of problems.

REFERENCES TO ONLINE DICTIONARIES:

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