

Talking, reading and writing at work (1999)

This is the report of a small scale investigation of the language skills needed in different workplaces in the work of 18-23 year olds. A range of methods were used to find the speaking, listening, reading and writing demands of these workplaces, involving young employees and their employers. The significance of oral skills is underlined and the hidden demands of reading. In some workplaces there were extensive writing tasks but in others little writing was needed. There are examples of tasks and contexts in which young employees were expected to be proficient in their use of language.

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