

Module 1 Communication 1
How to Communicate Successfully
Module 1 Practice Test
Module 1 Graded Test



To start a module in the **Online Course**, select its title from the list of contents on the left of the screen and then click **Start**.

**Step 1** begins with a short video in which the module's employability skills coach introduces themselves and talks about the topic of the module.

Press the **Home** icon to return to the **Start Page** of the module.

You can move to **Step 2** by pressing number 2 or the arrow.

While watching the video, you can switch the subtitles on and off.

You can also display the whole transcript of the video in a separate window.

The screenshot shows the StepUP A2+ interface for 'MODULE 1 COMMUNICATION 1 | How to Communicate Successfully'. The top navigation bar includes a 'HOME' icon and step numbers 1, 2, 3, 4.0, 4.1. The main content area is titled 'Step 1 | MEET THE COACH' and contains a video player with a play button and a subtitle icon. Below the video is a quiz with two questions and a text input area with a 'Reset' button. At the bottom, there is a 'Done' button and a 'Save to Notes' button.

The **MEET THE COACH** video is followed by some general questions related to the topic of the module. Answer them by selecting options that are true for you and by writing a short text.

You can always delete your written answer and write a new one.

When you are happy with your written answer, you can save it in the **Notes**.

When you have completed the activities, press **Done** before going to **Step 2**.

Press this icon to see your scores for all graded activities within a lesson.

In **Step 2**, there is always a **WHAT YOU'LL LEARN** video in which the coach gives a brief introduction to the main topic of the module (discussed in detail in **Step 5**).

The interactive task below the video checks how well you understood what the coach said.

The screenshot displays the StepUP A2+ interface for 'MODULE 1 COMMUNICATION 1 | How to Communicate Successfully'. At the top, there is a 'SAVE & EXIT' button and a 'Step 2' progress indicator showing 0%. A navigation bar includes a home icon, a progress bar with steps 1, 2, 3, 4.0, 4.1, and a bar chart icon. The main content area is titled 'Step 2 | WHAT YOU'LL LEARN' and contains the instruction 'Watch the video.' Below this is a video player featuring a cartoon coach character and a large play button. To the right of the video are icons for a transcript and a list. Underneath the video, the instruction reads 'Match the word to the definition. Then press Check to submit.' There are two columns of text boxes. The left column contains: 'the message', 'the audience', 'the medium', and 'the delivery'. The right column contains: 'who you are speaking with', 'what you use to deliver the message', 'what you want to say', and 'the way you speak or write'. At the bottom of the interface, there is a 'Result | 0%' indicator, a 'Check' button (a circle with a checkmark), and a statistics box showing 'Attempts | 1', 'Errors | 0', and 'Total Errors | 0'.

You can check if you have done the task correctly by pressing this **Check** button.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 3 0%

Step 3 | PRE-MODULE CHECK

On a scale of 1–5, where 1 is *not much/not very* and 5 is *quite a bit/to a great extent*, select the number that applies to you.

	1	2	3	4	5
1 How much do you know about communication skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 How important are communication skills in your professional or academic life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 How confident are you about your own communication skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Done

Step 3 contains a short quiz meant to check how much you already know about the topic.

When you have answered the questions by selecting the numbers which apply to you, press **Done** before you go to **Step 4**.

















































SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 4.0 0%

Step 4.0 | VOCABULARY—Learn the words

Read the words and the definitions. Then listen to the words and practice the pronunciation. Press the + icon for words to add to your vocabulary list at the end of the module.

  	<b>affect</b> (verb)	to produce a change in someone or something	
  	<b>formal</b> (adjective)	made or done officially or publicly	
  	<b>informal</b> (adjective)	relaxed and friendly without being restricted by rules or correct behavior	
  	<b>detail</b> (noun)	a small fact or piece of information about something	
  	<b>react</b> (verb)	to do something or behave in a particular way because something has happened	
  	<b>record</b> (noun)	information about something that is written down so that it can be looked at in the future	
  	<b>preference</b> (noun)	a feeling of liking or wanting someone or something more than another person or thing	
  	<b>facial expression</b> (noun)	the look on someone's face that shows what he or she is thinking or feeling	
  	<b>accurate</b> (adjective)	exactly correct	
  	<b>interfere</b> (verb)	to get involved in a situation when other people do not want you to	
  	<b>impression</b> (noun)	the opinion or feeling you have about someone or something because of what you see or hear	
  	<b>breakdown</b> (noun)	when something stops working	

Done

Step 4.0 is an interactive word list with the key vocabulary used in Step 5. If any of the words are new to you, you can learn them now.

You can listen to each word by pressing the **Play** button.

You can repeat the word and record yourself by clicking the **Record** button.

You can listen to your own recording and then compare it with the model recording by pressing **Play** again.

Press this icon if you want to keep a word for later reference and create your own vocabulary list after Step 11.

Press **Done** to move on to Step 4.1.

You can use the **Table of Contents (TOC)** to move between the Steps or quickly access your **Word List**.

In **Step 4.1**, you can practice the words from the list introduced in **Step 4.0** in sentences.

The screenshot displays the StepUP A2+ interface for 'MODULE 1 COMMUNICATION 1 | How to Communicate Successfully'. The current step is 'Step 4.1 | VOCABULARY—Practice'. The exercise title is 'Step 4.1 | VOCABULARY—Practice'. The instruction is 'Choose the correct word. Then press Check to submit.' There are 12 numbered sentences, each with a blank space for a word. The bottom navigation bar shows 'Result | 0%', 'Attempts | 1', 'Errors | 0', and 'Total Errors | 0'. A 'Check' button with a checkmark icon is highlighted by an arrow from a callout box.

When you have filled out all the gaps, press **Check**.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 4.2 0%

Step 4.2 | VOCABULARY—Say the sentences

Watch the Pronunciation Coach Video. Notice that some sentences below have the /ʃ/ sound. Listen and practice saying the sentences.

1 Be sure to keep a record of how much you spend at the business lunch.	▶ 🔊 🔄
2 Watch her face to see how she reacts to the news.	▶ 🔊 🔄
3 We need accurate information before we can make a decision.	▶ 🔊 🔄
4 I could tell from his facial expression that he wasn't very happy.	▶ 🔊 🔄
5 My new computer affects how much work I get done every day. It's so much faster than the old one.	▶ 🔊 🔄
6 Some friends and I are meeting for an informal lunch in the park.	▶ 🔊 🔄
7 In the job interview it is important to make a good impression.	▶ 🔊 🔄
8 In the office you need to use more formal language to talk to your general manager.	▶ 🔊 🔄
9 I can send you either a text or an email. What's your preference?	▶ 🔊 🔄
10 That team is having a private conversation. I don't think we should interfere.	▶ 🔊 🔄
11 My co-worker doesn't understand what I'm saying at all. We've had a complete communication breakdown.	▶ 🔊 🔄
12 In her report she wanted to put in a lot of details so that it was very clear.	▶ 🔊 🔄

Done

Step 4.2 is always devoted to pronunciation. You watch a video in which a coach explains a pronunciation topic. The pronunciation points which require more practice are covered more than once across the levels in the course. In such cases the **Pronunciation Coach Video** is the same, but practice activities are different.

The video is followed by a list of example sentences illustrating the pronunciation point from the video.

You can listen to the sentences, record yourself repeating them and then compare your recording with the model recording.

Pressing the highlighted words will activate a pop-up window with the glossary. You can enlarge the **Glossary** window, make it smaller or move around the screen.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

TOC Step 5.0 0%

Step 5.0 | HOW TO COMMUNICATE SUCCESSFULLY

Now watch the video about how to communicate successfully. Then answer the question. **Here** are the words that might be helpful.

HOW TO COMMUNICATE SUCCESSFULLY

What is the purpose of this video?

- How to always be polite in all situations.
- How to improve your communication skills.
- How to make communication more pleasant.

Result | 0% Attempts | 1 Errors | 1 Total Errors | 1

**Step 5.0** is where the topic of the module is discussed in detail. It contains a video clip or an audio track or a reading text about a useful employability skill. The reading text or transcripts from the video or audio are available for download in the **Check Your Understanding Resources** section in the **Resources**.

After you watch, listen or read about the employability skill, you are asked a comprehension question.

Press **Check** when you have answered the question.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 5.1 0%

Step 5.1 | TAKING NOTES ON HOW TO COMMUNICATE SUCCESSFULLY

Watch the video again. Take notes. Pause the video when needed.

HOW TO COMMUNICATE SUCCESSFULLY

B I U [List Icons] [Reset]

How to Communicate Successfully

Introduction

*Communication = giving & receiving ideas*

The message

The audience

The medium

The delivery

[Save to Notes]

[Done]

In **Step 5.1**, you watch, listen or read again and take notes below.

You can delete your notes and write them again.

When you have finished taking notes, you can save them. You can access the **Notes** by pressing the icon in the top right corner.


Press **Done** before you go to **Step 6**.

SAVE & EXIT


StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 6 0%




Step 6 | APPLICATION

 Read the four communication breakdowns. Choose the skill that could have best prevented the breakdown. After you have done all four, press Check to submit.

1 Karl wrote a quick email to his manager asking for information. He wanted to be friendly, so he used the same language he would use to text a friend, with short phrases, not complete sentences, and informal vocabulary. His manager was not pleased.



- State the message in clear, simple language
- Think about the audience to decide how formal your message should be
- Choose the medium that your audience prefers
- Deliver your message professionally

Result | 0% Attempts | 1 Errors | 1 Total Errors | 1

In **Step 6**, you apply the information you learned in **Step 5** to deal with a problem in a few example situations.

You move between the scenarios by selecting a number or pressing the **Previous Page** and **Next Page** arrows.

SAVE & EXIT


StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 7 0%

Step 7 | LANGUAGE STRATEGY

Watch the video again. Notice how the speaker introduces examples. Match each example to the phrase the speaker uses to introduce it. Then press Check to submit.

**Listen for examples.** Speakers use examples to highlight and show their ideas. Listening for these expressions can help you follow along and understand. They often introduce examples with expressions like *for instance*, *let's say*, and *imagine that*.



For example   For instance   Let's say   Imagine that   In other words

- , imagine you have an idea for a company event.
- you and Alex had a meeting and talked about many different topics.
- that you're having a conversation. Are you talking to a few people you know well?
- , when you speak face-to-face, you can see how the other person is reacting to your message.
- , if you're responding to your boss's email or giving someone a long list of instructions, it's probably better to put it in writing.

Result | 0%   Attempts | 1   Errors | 0   Total Errors | 0

In **Step 7**, you study a language point based on the video, audio or text from **Step 5**.

Then you practice the new language point in an interactive activity.

In **Step 8.0**, you listen to and read a story related to the topic of the module and try to remember a similar situation from your own life.

You describe your own experience in the writing box below.

You can also record your story and then listen to it.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 8.0 0%

Step 8.0 | REFLECTION—Tell your story

Read and listen to Maryam's story about a communication experience she had in the past.

00:00 / 00:36

My boss decided to have a quick meeting about changes at work. She asked me to tell my co-workers to come to the meeting room at 2:00, just a couple of hours later. I sent everyone an email, but I was in a hurry and I wrote "tomorrow" instead of "today." So, of course, no one came. I felt so bad! Next time I'll check my emails for mistakes before sending them. And I'll chat everyone to be sure they get the message!—Maryam

Write a story you had in the past. Did your experience go well? Why or why not? Use Maryam's story as an example.

Reset

You can record yourself.

Save to Notes

Done

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

TOC Step 8.1 0%

Step 8.1 | REFLECTION—Going forward

Think about what you have learned in this module. Listen to an example. How can you improve your communication skills? Take notes.

00:00 / 00:12

*I should think about my audience more carefully. I prefer an informal communication style, but I should think about whether I need to be more formal when I'm communicating with managers and clients.—Mike*

B I U

Reset

You can record yourself.

Save to Notes

In **Step 8.1**, you reflect on what you have learned in this module and how you can apply this in your own life in the future.

Your answer can be written or recorded.

In **Step 9**, you do the same quiz as in **Step 3** to check how much more you know about the topic of this module after completing it.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 9 0%

Step 9 | POST-MODULE CHECK

Now that you have completed this module, on a scale of 1–5, where 1 is not much/not very and 5 is quite a bit/to a great extent, select the number that applies to you.

	1	2	3	4	5
1 How much do you know about communication skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 How important are communication skills in your professional or academic life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 How confident are you about your own communication skills?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Show your PRE-MODULE answers

Done

You can compare your current answers with the answers you gave in **Step 3** by pressing this button.

Step 10 is project work. You get a task to do outside of the **Online Course** and then answer some questions.

You can answer the questions in writing or record yourself.

The screenshot shows the StepUP A2+ interface for Step 10. At the top, it says "StepUP A2+" and "MODULE 1 COMMUNICATION 1 | How to Communicate Successfully". Below that, it says "Step 10" with a progress indicator at 0%. The main heading is "Step 10 | PROJECT". The task description is: "Watch a TV show, a talk show, and/or a lecture. Think about and analyze the communication skills you see. Take notes and explain if the people used clear, simple language and included all necessary information. What was the tone and style? What was the size of the group? Was it a public or private setting? Describe the body language and facial expressions." Below the text is a rich text editor with a toolbar (B, I, U, list, indent, outdent) and a "Reset" button. Underneath the editor, it says "You can record yourself." with a "Save to Notes" button and a microphone icon. The next question is: "What did you learn about communication skills by watching and analyzing a TV show? Tell a friend, family member, or co-worker." Below this is another rich text editor with a toolbar and a "Reset" button. At the bottom of the editor, it says "You can record yourself." with a "Save to Notes" button and a microphone icon. The bottom navigation bar has a back arrow, a refresh icon, a "Done" button, and a forward arrow.

In **Step 11**, you are reminded what the goal of this module was so that you can decide if you have met it or not.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Step 11 0%

Step 11 | PROGRESS CHECK

**Learning objectives**  
After completing this module, I will be able to:

- Identify ways to communicate a message effectively
- Decide the best way to communicate with my audience
- Decide the best medium to use for communicating a message
- Identify ways to deliver a clear message

**Module goal**  
✓ I can identify successful communication skills.

Did you meet the goal?

Yes

Somewhat

No

Done

You evaluate your progress by pressing one of the three buttons. Depending on your answer, you are either directed to a test (**Practice** or **Graded**) or asked to revise selected steps in the module. (See last page for more information about the tests.)

**Step 11** is followed by your own **Word List**—the list of words you decided to keep for future reference in **Step 4**.











You can check the pronunciation of these words by pressing the **Play** button.

SAVE & EXIT

StepUP A2+ MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

Word List 0%

VOCABULARY—Your word list  
Select the - icon to remove the words you already remember from the list.

 formal (adjective)	made or done officially or publicly	
 detail (noun)	a small fact or piece of information about something	
 record (noun)	information about something that is written down so that it can be looked at in the future	
 preference (noun)	a feeling of liking or wanting someone or something more than another person or thing	
 impression (noun)	the opinion or feeling you have about someone or something because of what you see or hear	

You can also remove some words from the list if you think you remember them well.

SAVE & EXIT



**StepUP A2+** MODULE 1 COMMUNICATION 1 | How to Communicate Successfully

**Report** 0%

Report	ATTEMPTS	ERRORS	TOTAL ERRORS	AWARD
Step 2	0	0	0	
Step 4.1	0	0	0	
Step 5.0	0	0	0	
Step 6	0	0	0	
Step 7	0	0	0	
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	

The last screen shows your results from the module.

When you complete a module, do the **Practice Test** to check how much you have learned. You can take the **Practice Test** as many times as you like. There is no passing grade.

Module 1 Communication 1

How to Communicate Successfully

Module 1 Practice Test

Module 1 Graded Test

SAVE & EXIT

# StepUP

## A2+

Module 1 Communication 1  
Practice Test

Start

If you feel you are ready, take the **Graded Test**. You only have two attempts, and you need to score 70% or above to pass the **Graded Tests**. When you pass it, you can move on to the next module. When you pass all the 12 **Graded Tests**, the **Final Test** will be unlocked for you. You must score at least 80% on the **Final Test** to complete the course and earn a Credly badge, which is a digital version of your credentials.

Module 1 Communication 1

How to Communicate Successfully

Module 1 Practice Test

Module 1 Graded Test

SAVE & EXIT

# StepUP

## A2+

Module 1 Communication 1  
Graded Test

Start