

# Language Problems and Countermeasures of the Labor Dispatchers Who Are Going Abroad

Hui Gao

College English Teaching Department  
Zaozhuang University  
Zaozhuang, China

**Abstract**—In recent years, China's labor dispatch has developed rapidly, and some problems concerning laws, management and language have arisen. The matter of language becomes significant when it comes to the communication at work or in life in a foreign country. This paper focuses on the language problems that labor dispatchers may encounter and their solutions.

**Keywords**—*labor dispatchers; language problems; solutions*

## I. INTRODUCTION

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When you go to work and live in other countries, you will undoubtedly encounter language problems. Language is the basis of communication and exchange. For labor dispatchers, whether long-term or short-term, they need to overcome language barriers. It is a general trend to train

labor dispatchers into practical and technical talents with good foreign language communication skills. How to improve their foreign language level and communication skills in the short term becomes an important task of language training.

## II. LANGUAGE PROBLEMS OF LABOR DISPATCHERS

As a lingua franca, English is the most widely used and can be used for communication in various countries all over the world. In China, English learning has developed rapidly from the beginning 21st century. Most labor dispatchers have learned English more or less in middle school. This laid the foundation for further improvement in English. However, the effect of classroom learning only is not satisfactory, and with little practicality. Many people have been learning English for several years, and still can't make basic daily conversations in English.

Most of the labor dispatchers have a weak English foundation. Their English is poor, especially listening and speaking. They have not received systematic training on phonetics, listening and speaking. They dare not open mouths to speak English. In other words, they are afraid or hesitated to talk with others in English. In the past, the English they have studied is also "dumb English" or "deaf English" for them. To many English learners, the purpose of learning English remains passing the English exams. During training process, the trainer should make labor dispatchers understand the importance of good master of English skills for their future jobs and link English learning with their own career development in the future. In addition, the public signs are mostly read in English which we often encounter in our daily life, and many manuals for daily use have English versions. Therefore, if there is no basis for English in other countries, there will be many inconveniences in life.

## III. SOLUTIONS TO LANGUAGE PROBLEMS

For most people who go abroad to work, how to quickly grasp the language skills or improve the language level of the native language in destination country in the short term becomes an urgent problem to be solved. The training program of language training varies according to the level of foreign languages of labor dispatchers. For labor dispatchers with zero-based foreign language skills, large amount of time should be spent on language training and the training process

will be difficult. For labor dispatchers who already have basic foreign language knowledge, the time spent on language training is less and the process will not be so difficult. Regardless of whether the labor dispatchers have a foreign language foundation or not, the language training for them should focus on professional relevance and practicality. Labor dispatching employees are people who are engaged in a particular profession and have strong professionalism, such as in the industries of communication, transportation, public utilities, etc. Therefore, in foreign language training, emphasis should be placed on language about employee's profession. Practical skills of foreign languages training should be strengthened for their future work. This can help clear language barriers and provides convenience for their life. For labor dispatchers who are going abroad, they will live in other countries for a short or long period of time, so it is also essential to master necessary daily foreign language.

#### *A. Adopting Information Technology to Optimize English Teaching*

Computers, smart phones, and educational network are increasingly adopted to assist language teaching and training. With these facilities, language learners can get access to English Omni-directionally and at all levels. They serve to inspire learners to learn English actively, and make English learning more interesting, flexible and practical. Training English with a variety of information technologies is conducive to making up for the shortcomings of insufficient English interest, and is also conducive to resource sharing, fostering the concept of teamwork and common progress in the learning process. This is also determined by the particular nature of the employee's profession. Modern information technology contains many valuable characteristics, such as flexible, interesting, and diverse. It can present teaching content through various media such as pictures, audio, and video, so that teaching can truly achieve the best result. Multi-dimensional English teaching and training help to create the realistic context of foreign languages. Especially owing to the universal application of today's smart phones, many English learning apps provide employees with rich and realistic English learning and practice materials. English resources are numerous, such as English books, magazines, newspapers, broadcasts, etc. All these provide a wealth of learning resources for English learners. With the strong aid of information technology, the teaching effect is self-evident.

#### *B. Compiling Textbooks According to the English Level of Labor Dispatchers*

On the one hand, for most labor dispatchers, most of the existing textbooks are difficult: the articles are not only boring and featured with theory and abstract content, but out of touch with practice and fail to meet their current working needs. If these teaching and training materials are used, it will inevitably reduce the practicality and pertinence of teaching, which will also dampen the initiative and enthusiasm of labor dispatchers to learn English. On the other hand, although the existing textbooks are in line with traditional teaching habits, they lack the cutting-edge information and practical information for the development of various industries, which is not conducive to the English

application ability of labor dispatchers in their future work. When compiling teaching and training materials, more attention should be paid to the combination of teaching materials and professionalism, focusing on practicality of English. As to teaching content, more listening and speaking exercises are necessary, so that the teaching materials are targeted and practical to meet the needs of labor dispatchers. In terms of difficulty of the teaching content, the English level of the labor dispatchers should be considered when compiling teaching materials. This will be conducive to establishing their self-confidence in the process of learning English.

#### *C. Adopting Flexible Teaching Methods*

The flexible teaching methods should be attached more importance. Nowadays, it is no longer just a monotonous explanation of the knowledge points on the blackboard in class. It is hard to instill grammar knowledge and ask the language learners to accept it passively. This can not stimulate the initiative and enthusiasm of students in their learning process, and it is impossible to communicate with students and cultivate the ability of practical application of English. During the training process, trainers or teachers should speak English to explain language points and make conversations with trainees. In order to create a good environment for English learning and to overcome obstacles in English learning, labor dispatchers should be encouraged to actively participate in the teaching activities and answer questions and make dialogues in English. Teachers or trainers should strive to create a relaxed and fun classroom environment that maximizes the labor dispatchers' interest in learning English.

Memorizing a large number of commonly used words, phrases and sentence patterns can establish the foundation of learning English. Without this foundation, nothing else can start. Words are the units of sentences. After mastering commonly used words, gradually you can learn the expression of the whole sentence. From points to lines, from lines to faces, one can gradually understand and speak English. In fact, in real life, the number of words and sentences required in work and life scenarios is not large. Under normal circumstances, a good command of two or three thousand words and phrases can deal with daily communication dialogues. Listening and speaking can be practiced after accumulating a certain amount of vocabulary. Listening practice is also divided into intensive listening and extensive listening. During the intensive listening practice, teachers or trainers can choose the daily conversations. Ask labor dispatchers follow the original text: listen to one sentence, repeat one sentence, and the teacher or trainer corrects their pronunciation. Practice after class until you can blurt out the English sentences. The extensive listening exercises can be done in the free time after the training session. There are many different kinds of listening materials, such as: English original movies, TV series, radio, etc.. The teacher or trainer can select the materials with appropriate difficulty to recommend to employees to learn. From the extensive listening materials, one mainly learns the native pronunciation and intonation, and is familiar with the speed

of speech, liaison, and vowel reductions during daily communications.

#### *D. Designing the Training Content*

In the training class, there must be an introduction part, in which the relevant words, sentence patterns, background culture knowledge, etc. are introduced. This part provides a certain language and information foundation for the subsequent exercises. The training should follow the principle of being from easy to difficult; otherwise it will dampen the enthusiasm of labor dispatchers to learn.

The teachers or trainers should strengthen English listening and speaking training and help labor dispatchers adapt to their job requirements and communicate with people of different languages. Such employees certainly make employers satisfied. When designing teaching contents, practical English training related to professional skills should be increased to improve the enthusiasm of employees. In order to live conveniently in other countries, employees can conduct dialogues in the context of life scenes during training, such as asking for directions, making phone calls, dining at restaurants, booking tickets, etc. The practice of these dialogues is closely related to their daily life, which can attract them to practice English and enhance their confidence, thus a good teaching result can be achieved. This is also known as "Situational Teaching". This kind of teaching method serves to greatly improve students' interest in learning and yield twice the result with half the effort.

Labor dispatchers should be given a lot of opportunities to practice and they may progress through the exercises. Simply listening to materials on their own or practicing speaking on their own is not beneficial for their learning. With this method, the labor dispatchers are likely to understand the foreign language by listening but cannot speak out. If there is no communication and interaction between the teacher and the students on a certain topic, then the teaching effect will be unsatisfactory. Listening and speaking practice is a kind of practical training. It should be closely related to the work and life scenes in real life when designing training contents. Practicality of language should be focused whether it is the task in the training class or the practice task outside the training time. Learning foreign languages should not be out of touch with real life. Guide labor dispatchers to associate language learning with the work and life in other countries in the future, and this will stimulate their initiative and enthusiasm for learning.

#### IV. CONCLUSION

To sum up, the role of English is strengthened in today's increasingly frequent international exchanges. In the English training of labor dispatchers, it is necessary to strengthen the training of listening and speaking skills, emphasize practicality, explore new teaching methods, minimize the differences between English teaching and practical English application, and enable trainees to use English in the English-spoken context. Proficiency in communication in English will better adapt them to their work and life overseas.

In the long run, this is also more conducive to their career development and the improvement of their employment level.

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