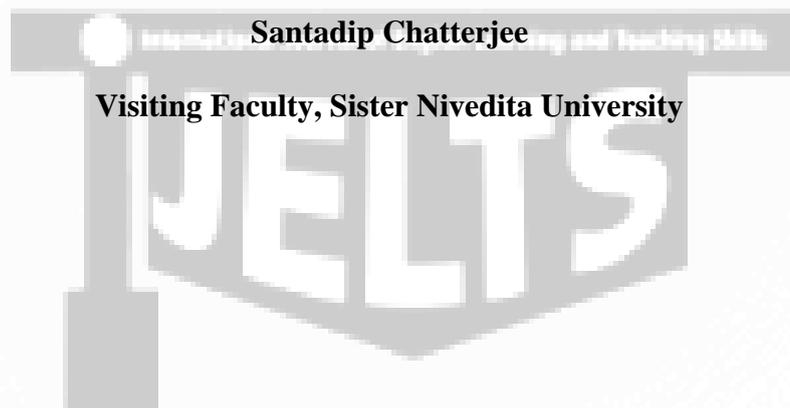


**Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL); Hefty Tools for Workplace English Training: An Empirical Study**



**ABSTRACT**

*To be above board, English Language is playing a gigantic role in terms of workplace communication. Workplace English training has a humongous demand to make employees proficient in terms of the four basic skills 'Listening', 'Speaking', 'Reading', 'Writing' (LSRW) of English language to a tee. To make the grade in terms of workplace communication, effective and professional training is highly needed. To call a spade a spade, workplace English training has got a strategic ponderosity as it helps different organizations, companies to come out with triumphant in the international market before one can say Jack Robinson. This paper also zeroes in on how to hone communication skills in English in terms of workplace training through Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL). Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) are helpful for the employees to continue their workplace English Training through online learning or E-learning along with their Professional work in a balanced manner. To talk Turkey, Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) are the two ballistic missiles of developing the communicative competence, pronunciation, fluency, grammatical competence, learning proper applications of vocabularies, developing Cognitive skills, Written Communication in terms of workplace English Training.*

**Keywords:** Workplace, Communication, CALL, MALL, language

**Introduction**

Professional proficiency in terms of workplace communication is one of the important skills required for the employees in this twenty-first century. Learning English language and its application to a tee is driven by several factors like globalization, wads of activities of research, international business market etc. To make the grade in terms of communicative competence, a successful and professional training is highly needed. In terms of overseas communication, written communication and other types of communications, a technical training is highly needed. Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) are the two important tools to

develop workplace communication. Computer-Mediated Communication (CMC) has become one of the significant forms of online communication as most of the time it zeroes in on interaction among the language learners which can be described as one of the significant components in terms of second language acquisition. The tools of Computer-Mediated Communication (CMC) help to develop interactions which play a colossal role in terms of developing the interactive skill of the employees for their workplace communication. To hone the communication skills of the employees, Multi User Interactive Designs (MUID) plays an important role in terms of developing workplace communication through its activities like open discussion, jigsaws, mingling activities etc.

### **CALL and MALL**

To call a spade a spade, Computer Assisted Language Learning and Mobile Assisted Language Learning (MALL) are the most significant tools for workplace English training. Through Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL), working professionals can be trained on online mode also, which helps them in terms of balancing their work along with developing communicative competence through learning. Through Synchronous Communication in Computer Mediated Communication environment, the development of language skills is possible; it will help the employees to hone their communicative competence. Language lab also plays an important role for the working professionals in terms of developing the four basic skills 'Listening', 'Speaking', 'Reading' and 'Writing' (LSRW) of English Language, this process of language learning helps in terms of personalized learning as well. Workplace English training through Language Lab helps the working professionals to hone their 'receptive skills' like 'Listening', 'Reading' and Productive Skills like 'Speaking' and 'Writing' that are extremely necessary for the employees to communicate perfectly in different contexts according to the situations. Each employee in a multimedia language lab has his or her own networked device through which they can access wads of online sites in the target language, the employees can play and listen umpteen audios, recorded texts sent to them from their language trainer's device. After listening they answer the questions and complete the tasks set by their trainer. The trainer naturally monitors the development of the employees from a central workstation, he or she often can instruct the employees through a headset and shares or broadcasts his or her screen to show and enucleate how to practice and initiate a discussion to a tee to the entire class to bear the palm in terms of their communicative competence, proficiency in English. The training of learning perfect pronunciation is another important aspect of Computer Assisted Language Learning and Mobile Assisted Language Learning. Through Computer Aided Pronunciation Training (CAPT), the development of pronunciation of the employees for their workplace communication can be possible. The trainer can also train the employees through

reproduction exercises that are extremely necessary to test the Listening skill and to develop Speaking skill. Here the trainer naturally produces a sound or utters some lines by his or her microphone and instructs the learners to listen to that attentively, then he or she asks the learners to reproduce the same line or sound with the pronunciation, intonation, accent, stress produced by him or her.

Digital language lab focuses on the development of phonetics as well, in terms of workplace communication, the development of accent is also important. To come out with flying colours in terms of workplace communication, sound knowledge of grammar is paramount. Learning and practicing grammar through different tools of Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) with the assistance of the trainer helps the employees to be perfect in grammar. As English Language has become lingua franca, it has become the medium of communication in every nook and cranny. The working professionals need to master the skills of English language with professional proficiency. Constructive Role Play (CRP) through e-learning is another important tool through which the communicative, interactive proficiency, fluency, accuracy and the use of words, phrases in the proper context can be developed. With the proper guidance of the English language trainer, the employees can be involved in speaking activities through role playing. This practice will develop the situational communication in terms of workplace by maintaining grammar properly. Using chat rooms for Constructive Role Play is also important in terms of honing the Communicative skills of the employees in terms of workplace communication. Through Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL), task based language learning is possible, which is extremely important in terms of sharpening the communication skill, through the task of role playing this is possible, trainers can divide the employees in the training session into several groups and instructs them to write scripts based on different situations and to perform their roles based on their scripts. This practice will become effective for the employees for their workplace communication. The trainers can get feedback and result instantly in terms of teaching Communication through Constructive Role Play (CRP), rehearsing dialogues.

To talk Turkey, learning English through Constructive Role Play or Role play facilitates employees in terms of developing pronunciation, accents and proper application of grammar in terms of situational communication at workplace. Writing as a medium of communication at workplace plays a humongous role. Along with Computer Assisted Language Learning (CALL), Mobile Assisted Language Learning (MALL) plays a significant role in terms of developing workplace communication. Mobiles play a gargantuan role in terms of delivering texts, audios, videos for the purpose of communication. Editing text and text input, voice activated text input, dictation can also be

done through Mobile devices; language trainers can help the employees to hone their communicative competence in terms of workplace communication through the tools of Mobile Assisted Language Learning (MALL). Google docs is another important tool, through which editing can be done; trainers can train the employees regarding the use of Google docs which the employees can use in terms of their workplace communication. Writing as a medium of communication plays a significant role in terms of workplace communication that might be internal operational or external operational communication. Internal Operational Communication in the workplace takes place within an organization and External operational communication takes place with people, organization outside the workplace. Along with these communications, Diagonal communication or cross wise communication, Horizontal or Lateral Communication, Upward and Downward communication, Vertical communication, Corporate Communication are the paramount mediums in terms of Workplace Communication. To make headway in terms of all these types of communication in the workplace, employees should have to proficient in terms of the four basic skills of English Language. Diagonal or cross wise communication takes place in all directions in an organization. It cuts across myriads of functions and levels in an organization, Horizontal or lateral communication on the other hand takes place among the groups of peer and often among the employees those who are hierarchically equivalent. Upward communication in a workplace flows from the subordinates to the honchos and Downward communication is just the reverse. Vertical Communication naturally flows in any direction in terms of workplace communication; corporate communication in terms of workplace communication is responsible for the overseas communication, Customer communication, Crisis communication, Internal Communication, communication in terms of media and public relations etc. There are some common threads among all these communications in the workplace, which are the sound skills in terms of the four basic skills of English language, Presentation skill, Public Speaking skill etc. The employees need adequate training to hit the bull's eye in terms of workplace communication. Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) can be used to hone the Reading Skill of the Employees too as a part of workplace English Training. Language trainers can use 'Echo Reading' technique by using the microphones and provides a demo reading which the learners should listen through their headphones, then the trainers can ask the learners to read the same part by maintaining proper speed, accent, pronunciation, word stress, tone, accuracy, fluency used by him or her. Along with this, the trainers can show different passages to the learners by sharing the screens of their devices and instruct them to read and understand those, after that he or she can ask questions to the learners to test their In-depth reading skill.

Language trainers should take care of developing the writing skill along with the other basic skills of English language as it is playing a gigantic role in terms of workplace communication. Trainers should train the employees through Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) to develop their workplace communication through written medium as well. In terms of developing writing skill, they might use Automated Writing Evaluation (AWE) system that facilitates automated corrective feedback and helps to write perfectly by avoiding mistakes. Trainers can use Criterion, which is a web based tool of evaluating writing and providing proper feedback, this is commercial tool, through which employees can get wads of instructions in terms of writing for multifarious purposes. Writing in terms of workplace communication can be developed through another cutting edge tool of Computer Assisted Language Learning that is Corpus of Contemporary American English. Through this, employees can search and get appropriate phrases, words, parts of speech for the purpose of writing. Four hundred fifty million words of texts are there in the corpus that covers various genres. To hone the Listening skill, along with the other tools, Podcast is extremely important. Language trainers can use podcast to train the employees. The word “pod” comes from the expression “play on demand”, employees can listen audios here and learn exact pronunciation, accents, business conversation with the guidance of their language trainers. The other important tools of Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) are ‘Vodcasts’, ‘ClipFlair’ and ‘Video Sharing Libraries’ etc. To develop speaking skill of the employees, which is another important pillar of workplace communication, language trainers should use the tools of Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL), in that case, the trainers should focus on the accuracy, fluency, accent, pronunciation, grammatical constructions, applications of words, phonetics and phonology. Along with the applications of the tools that are discussed in this paper above for the development of speaking skill for workplace communication. The other important tools that can be used to develop oral proficiency of the employees for their workplace communication are ‘Voice over Internet Protocol’ (VOIP), ‘Tele collaboration’ and ‘Spoken Corpora’. Language trainers can use all these tools to train the employees for developing their speaking competencies. Language trainers can share some of the important sites that facilitate the employees to come out with triumphant in terms of grammar, writing, listening, pronunciation, accent, Reading, spelling, vocabularies etc. These sites are “La Mansion del Ingles”, “The Easy way”, “NetGrammar”, and “Language.com”, [www.headsupenglish.com/](http://www.headsupenglish.com/), “ELLLO”,

[“www.esl.net/pronunciationpower.html”](http://www.esl.net/pronunciationpower.html), [“http://iteslj.org/links/ESL/Spelling/”](http://iteslj.org/links/ESL/Spelling/), [“www.insightin.com/esl/”](http://www.insightin.com/esl/), [“www.bbc.co.uk/worldservice/learningenglish/teachingenglish/plans/witn\\_2007.shtml”](http://www.bbc.co.uk/worldservice/learningenglish/teachingenglish/plans/witn_2007.shtml).

Employees in terms of developing their listening skill use ‘ELLLO’, which is a free online resource with thousand activities of listening; these are helpful for them for their workplace communication. [“www.esl.net/pronunciationpower.html”](http://www.esl.net/pronunciationpower.html) is another tool, through which trainers can help their learners to learn accurate pronunciation of fifty two American sounds. In [“www.insightin.com/esl/”](http://www.insightin.com/esl/), the employees can get six thousand words of English that are used frequently in terms of communication; language trainers can help the employees to hone their vocabularies through this site as well.

### Conclusion

The strategic guidance’s of the English language trainers and application of Computer Assisted Language Learning (CALL) and Mobile Assisted Language Learning (MALL) will help the employees to meet the pinnacle of proficiency in terms of workplace communication. Training of workplace communication through the applications of CALL and MALL has got amenities galore; this training shall help the employees in terms of their job performances, soft skills development, technical communication, international business communication performance, career development, development of the four basic skills ‘Listening’, ‘Speaking’, ‘Reading’, ‘Writing’ of English language, personalized learning, communicative competence, standard of language, gaining confidence and to develop team work.

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