Learner Identity:
Helping students find their voice in English

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Languages Canada Conference 2024
My relationship with the Japanese language
Mike’s relationship with the German language
Learning a language is different from other subjects because it is a deeply social event and is more than learning skills or rules. It’s an alteration in self-image and an adoption of new ways of being.

Zoltan Dörnyei
Rap Music in Canada

Drake

Snak the Ripper

Meryam Saci
2.3 BILLION
PEOPLE SPEAK ENGLISH

2.3 billion speak English

That’s about 30% of the world!

World population: 7.7 billion
1.85 BILLION
SPEAK ENGLISH AS A SECOND LANGUAGE

First-language English speakers: 380–450 million (17–19%)

That means that about 83% of English speakers speak it as a second language!
Let’s talk about your English!

1. I use English when...

2. My voice in English is different from my voice in my first language because...

3. I want to speak English like...

4. I feel... about my English.
My English

1. What do you use English for?
   a. work
   b. chatting with people online
   c. watching films
   d. travel
   e. study
   f. other: __________

2. Who do you use English with?

3. Do you feel more confident speaking, writing, listening or reading? Why?

4. Do you watch films, read websites or listen to music in English? Yes / No
   How do you feel when you do these things? Why?

5. Do you speak with or write to your friends or colleagues in English?
   Yes / No
   How do you feel when you do that? Why?

6. How much do you agree with these sentences?
   (1 = I completely disagree; 5 = I completely agree)
   a. I want to speak good English so people can understand me.
   b. I need to have perfect grammar for people to understand me.
   c. I want to speak like a British or American person.
   d. I like my pronunciation when I speak English.
   e. I think it’s cool when people mix different languages when they speak or write.

EXPLORE MORE!

Do you know someone in your country who speaks English well? Look for a video online of them speaking English. Find out how they learned English and what they do to practise.
What would you say to him?

Honestly, is it possible for a non-native speaker to speak English like a native one cause I've been trying hardly to be as a native speaker but I feel that it's impossible. please, advise me!
If you want to speak English like natives, you should learn how to move your tongue, your jaw and your lips to utter the sounds correctly instead of simply imitating them. But I should warn you that it is a hell of a difficult process to learn, but it's not impossible.

Spend time in the UK.

Perhaps, it would also be good for you to concentrate on some crucial aspects of connected speech, such as assimilation, elision, and linking. I wish you good luck!
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Why is that meaningless effort to be a native like? Each speaker brings his/her own identity and culture to English and this is absolutely fine. This must be seen as an advantage not a disadvantage as long as you are intelligible and have effective communication skills in your second language. Being such stick to native norms is just discouraging for language learners and time wasting for language teachers.
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Lindemann, Litzenberg, & Subtirelu (2013)
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Lindemann, Litzenberg, & Subtirelu (2013)
QUESTIONS INTONATION

RISSING INTONATION
- CLOSED QUESTIONS with a yes or no answer.

FALING INTONATION
- OPEN QUESTIONS or WH- QUESTIONS beginning with (what, which, when, who, whose, why, where, how).
Let's Remember This

When the sentence shows an action that is not sure or in doubt, the intonation goes up a rising intonation is used.
If a sentence shows an action that is sure or certain, the intonation goes down a falling intonation is used.

<table>
<thead>
<tr>
<th>DOUBTFUL or NOT SURE</th>
<th>CERTAIN or SURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are planting rice.↑</td>
<td>You are planting rice.↓</td>
</tr>
<tr>
<td>She is cooking banana.↑</td>
<td>She is cooking banana.↓</td>
</tr>
<tr>
<td>He is harvesting vegetables.↑</td>
<td>He is harvesting vegetables.↓</td>
</tr>
<tr>
<td>They are eating fruits.↑</td>
<td>They are eating fruits.↓</td>
</tr>
<tr>
<td>We are flying kites.↑</td>
<td>We are flying kites.↓</td>
</tr>
</tbody>
</table>
Sentence level Intonation

Falling intonation
Most statements in English
- 'I worked on Monday'
- 'It’s going to rain today'

- ‘How can I help you?’
- ‘What time does it start?’
- ‘Where does your friend live?’

Low energy emotions
- ‘Not really’ (disinterest)
- ‘Sure that would be great’ (sarcasm)
- ‘It’s nearly finished’ (boredom)

Rising intonation
Questions with a “Yes” or “No” answer
- Did you like it?
- Is your name Kate?

Requesting clarification, indicating uncertainty
- ‘What did you say?’
- ‘That’s not what you wanted, was it?’

Express high-energy emotions
- ‘Stop it’ (anger)
- ‘Oh my gosh, that’s amazing!’ (excitement)
- ‘Did you hear what happened!’ (shock)

Mixed Intonation
Choice questions (up on the first, down for the second)
- ‘Would you like full cream or light milk?’
- ‘Is it new or used?’

Taken from https://www.accentu.com.au/intonation/
<table>
<thead>
<tr>
<th>No.</th>
<th>Tone</th>
<th>Symbol</th>
<th>Attitude/Emotion</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Level</td>
<td>[ - ]</td>
<td>routine, boredom, disinterest</td>
<td>Yes [ - ]</td>
</tr>
<tr>
<td>2.</td>
<td>Fall</td>
<td>[ ↓ ]</td>
<td>finality, certainty</td>
<td>Yes [ ↓ ]</td>
</tr>
<tr>
<td>3.</td>
<td>Rise</td>
<td>[ ↑ ]</td>
<td>invitation to continue, request for information, offer to provide information, excitement</td>
<td>Yes [ ↑ ]</td>
</tr>
<tr>
<td>4.</td>
<td>Fall - rise</td>
<td>[ ↖ ]</td>
<td>limited agreement, hesitation, pleading, having reservations.</td>
<td>Yes [ ↖ ]</td>
</tr>
<tr>
<td>5.</td>
<td>Rise - fall</td>
<td>[ ↘ ]</td>
<td>strong feelings of approval, disapproval or surprise, agitation, sarcasm, being impressed</td>
<td>Yes [ ↘ ]</td>
</tr>
</tbody>
</table>

Taken from https://www.researchgate.net/figure/Intonation-patterns-according-to-attitudes_tbl3_328254403
How are the way we use and interpret these paralinguistic features affected by:

- our first language?
- our culture?
- our personalities?
COMMUNICATION SKILL
Dealing with intonation misunderstandings

Sometimes, when people have different intonation to what you usually hear, it can surprise or confuse you.

If you’re confused by someone’s intonation
Ask yourself: What impression (e.g. rude, bored) are they giving me and what’s giving me that impression? If the reason is their intonation, you could …
• ask yourself what else intonation could mean.
• ask them to clarify what they mean.
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- ask them to clarify what they mean.

If someone misunderstands your intonation
Find out what it is they misunderstood – was it your words, your body language or your intonation? If the reason is your intonation, you could …
- have a conversation about what you really mean.
- explain how intonation is different in your first language.
Useful language  Dealing with intonation misunderstandings

Checking what someone’s intonation means
I’m sorry, but what did you mean by that?
I’m not sure if I understood you correctly, but are you (upset) with me?
When you said ... did you mean you were (pleased)?

When someone misunderstands you
Sorry, I didn’t mean it that way.
I’m afraid you might have misunderstood me.
I didn’t mean to be/sound (rude) at all.
I’m sorry, maybe it came across the wrong way.
CLEAR VOICE
Using sentence stress (1): stressing words for emphasis

When we put stress on a word, the intonation changes. This makes us notice that word. This can happen when we’re trying to emphasize the word, correct what someone is saying, or contrast the word with something else.

*She prefers rap to jazz.* – not anyone else  
*She prefers rap to jazz.* – but not necessarily to other types of music  
*She prefers rap to jazz.* – she likes rap more than jazz
Students need to be taught the communicative strategies that aid successful cross-cultural communication... These strategies include the accommodation of different linguistic and sociolinguistic norms and a range of repair strategies which can be used in the face of misunderstanding.

Andy Kirkpatrick (2007)
Hanging out with the cuadrilla
Natalia has been meeting up with Killian every week to practice chatting in English. She finds it easy to understand Killian’s English and really enjoys their conversations. She told him that she’d love to know more people she could speak English with. So one day, Killian introduced her to his English friends. Natalia was very excited, but she soon started feeling lost during their conversations. When they were speaking about the TV programmes they watched and the snacks they ate when they were children, Natalia found it hard to follow what they were saying. She became less confident about her English and was very quiet during these conversations.

Adapted from VOICES Intermediate Book 4
Why are group conversations so difficult?
Why are group conversations so difficult?

1. Everyone is talking about something you don’t know about.
2. There are more voices, more noise, and more people talking at the same time.
3. Everyone in the group is different in their own way.
4. It feels like there are more people watching us and judging us.
COMMUNICATION SKILL
Managing group conversations

• Listen and watch. Learn the rules of the group.
• Ask questions when you don’t understand. Help them to notice that you’re not following the conversation.
• Plan what you want to say and wait for the right moment. If you can’t find the right moment, try to link what they’re saying to what you want to talk about.
• Remember: Group conversations can be very difficult for many different reasons. If you can’t follow the conversation, the issue might not be your language skills.
Using Roleplays

1. Everyone is talking about a popular place in town that they all know. You are the ONLY person who doesn’t know what they are talking about.

2. Everyone is talking about their favourite food. They are speaking quickly and there is a lot of interruption in the group. You really want to tell them about YOUR favourite food.

3. Everyone is talking about the people in their family except one quiet member of the group. You notice this and try and include that person.
Think of a time when you were speaking English and you felt that people did not see you the way you wanted to be seen.

Now, think of a time when you felt confident speaking English and you felt that you were able to successfully make the impression you wanted to.
COMMUNICATION SKILL
Finding your voice in English

Sometimes, we might feel like other people are not seeing us the way we want to be seen. Consider these tips:

• Be aware of how the situation is making you feel.
• Consider how you want others to see you and the impression you want to make.
• Alter how other people might see you in that context by ...
  1. talking about an area of expertise you want them to know you for.
  2. sharing stories about yourself in roles that you want them to see you in.
  3. sharing your knowledge with them.
César likes being a nice guy and when he asks for favours, he tries to do it in a way that won’t create trouble for anyone. César doesn’t like disagreeing with people. When he gives his opinions, he tries to do it gently and not force his opinions on others. So when Peter first joined César’s group of friends, César was surprised at how Peter would casually put his arm on César’s shoulder and openly talk about his opinions on things. Also, whenever someone told a story, Peter always had a better story to tell. Peter was confident, but César wasn’t sure if he was comfortable with the way Peter behaved.
Communication styles

- Emotional  <->  Factual
- Direct  <->  Indirect
- Fast  <->  Slow
- Competitive  <->  Cooperative
- Passive  <->  Active
- Formal  <->  Informal

Voices Intermediate (Book 4)
César's communication style

- Emotional (Active) - Factual (Passive)
- Direct (Active) - Indirect (Passive)
- Fast (Active) - Slow (Passive)
- Competitive (Active) - Cooperative (Passive)
- Passive (Active) - Active (Passive)
- Formal (Active) - Informal (Passive)
César’s and Peter’s communication style

- Emotional ↔ Factual
- Direct ↔ Indirect
- Fast ↔ Slow
- Competitive ↔ Cooperative
- Passive ↔ Active
- Formal ↔ Informal

Voices Intermediate (Book 4)
Your default communication style

Emotional  Factual
Direct  Indirect
Fast  Slow
Competitive  Cooperative
Passive  Active
Formal  Informal

Voices Intermediate (Book 4)
Their default communication style

- Emotional <-> Factual
- Direct <-> Indirect
- Fast <-> Slow
- Competitive <-> Cooperative
- Passive <-> Active
- Formal <-> Informal
Your default communication style

Emotional ← (X) Direct ← Indirect ← Slow

Factual

Direct ← (X) Fast ← (X) Competitive ← (X) Passive ← (X)

Informal

Passive ← (X) Formal
Factors most likely to bring success

Which factors are most likely to bring success?

- 80% high level of customer service
- 73% effective communications
- 71% high level of employee engagement
- 71% strong executive leadership
- 68% efficient productivity
- 59% continuous quality improvement
- 59% ability to innovate
- 58% strong sales and marketing capabilities

Harvard Business Review
Join our upcoming webinar with Chia!

Five Tips for Developing Students' Communication Skills and Intercultural Skills with Chia Suan Chong

March 7, 2024

ELTNGL.com/webinars
THANK YOU FOR LISTENING!

CHIA SUAN CHONG

Co-Author of VOICES

Author of Successful International Communication
VOICES
Develop your voice in English
A1 to C1

A seven-level, integrated-skills series offered in British and American English for young adults and adults.