

# Legal Operations and Compliance English Participant Workbook

Practice pages for realistic field-specific meetings, pushback, documentation, and role-play preparation

**Audience: legal operations staff, compliance managers, contract managers, policy owners, audit teams, investigation coordinators, privacy operations staff, and risk professionals**

Focus: A legal operations and compliance English curriculum for contract workflow, policy implementation, audits, controls, investigations, privacy requests, training, third-party risk, and governance communication.

Designed for advanced ESL learners who already use professional English and need industry-specific terminology, realistic meetings, role-play pressure, careful pushback, and polished workplace outputs.

Teaching stance: this is language and workplace-communication training, not legal, medical, financial, safety, or regulatory advice. Instructors should connect every scenario to the learner's current company policies, local rules, and approved procedures.

## How to Use This Workbook

---

For each module, define the terms, identify the decision pressure, write a careful response, and practice the conversation aloud. Strong answers are specific, calm, evidence-aware, and tied to owner and next step.

### Module 1. Contract Intake and Workflow

#### Situation

A business team marks every contract urgent.

Stakeholder pressure: Prioritize by who is loudest.

Constraint: Risk, value, deadline, template deviation, and approval path should drive triage.

#### Terms to use

- contract intake
- template
- approval path
- triage

#### Evidence, owner, or policy boundary

---

---

---

---

#### Pushback sentence

---

---

---

#### Draft the contract intake triage

---

---

---

---

### Module 2. Policy Implementation and Controls

**Situation**

A new policy is published but teams do not follow it.

Stakeholder pressure: Send a reminder email.

Constraint: Process ownership, controls, training, monitoring, and escalation need design.

**Terms to use**

- policy
- control
- monitoring
- process owner

**Evidence, owner, or policy boundary**

**Pushback sentence**

**Draft the policy rollout plan**

**Module 3. Compliance Audits and Evidence**

**Situation**

An auditor asks for proof of approval reviews.

Stakeholder pressure: Say approvals happen in email.

Constraint: Evidence location, retention, sample quality, and control design must be shown.

**Terms to use**

- audit
- evidence
- retention

- sample

**Evidence, owner, or policy boundary**

---

---

---

**Pushback sentence**

---

---

**Draft the audit evidence tracker**

---

---

---

---

**Module 4. Internal Investigations**

**Situation**

A manager wants to know who made a hotline complaint.

Stakeholder pressure: Share the name privately.

Constraint: Confidentiality, non-retaliation, evidence, and investigative independence matter.

**Terms to use**

- hotline
- non-retaliation
- confidentiality
- evidence

**Evidence, owner, or policy boundary**

---

---

---

**Pushback sentence**

---

**Draft the investigation boundary response**

**Module 5. Privacy Operations and Data Requests**

**Situation**

A customer asks for deletion of personal data across systems.

Stakeholder pressure: Delete the visible profile only.

Constraint: Identity verification, system inventory, exceptions, and response timelines matter.

**Terms to use**

- data subject request
- personal data
- verification
- exception

**Evidence, owner, or policy boundary**

**Pushback sentence**

**Draft the privacy request plan**

## Module 6. Third-Party Risk and Due Diligence

### Situation

A team wants to onboard a vendor that processes sensitive data.

Stakeholder pressure: Approve after a quick demo.

Constraint: Security, privacy, contract terms, data location, and monitoring need review.

### Terms to use

- third-party risk
- due diligence
- data processing
- vendor questionnaire

### Evidence, owner, or policy boundary

### Pushback sentence

### Draft the vendor risk assessment

## Module 7. Training, Attestations, and Culture

### Situation

Employees complete training but keep asking basic policy questions.

Stakeholder pressure: Require another training module.

Constraint: Role-based examples, manager reinforcement, attestations, and controls should be aligned.

### Terms to use

- attestation
- role-based training

- culture
- reinforcement

**Evidence, owner, or policy boundary**

---

---

---

**Pushback sentence**

---

---

---

**Draft the training improvement memo**

---

---

---

---

**Module 8. Governance, Reporting, and Risk Committees**

**Situation**

A committee receives a long list of issues with no prioritization.

Stakeholder pressure: Review every item in order.

Constraint: Severity, trend, root cause, owner, deadline, and risk acceptance should drive governance.

**Terms to use**

- governance
- risk committee
- risk acceptance
- remediation

**Evidence, owner, or policy boundary**

---

---

---

**Pushback sentence**

---

---

---

**Draft the risk committee update**

---

---

---

---

---

---

---

---

**Capstone Simulation**

---

Lead a cross-functional meeting in legal operations and compliance. Choose four modules from this workbook, connect the risks, and prepare a five-minute update with decision, evidence, constraint, owner, and next step.

---

---

---

---

---

---

---

---

---

---

---

---