

“Effectiveness of English Language Teaching (ELT) Community Integration with Quality Management (QM) in Sustaining Teaching English to Speakers of Other Languages (TESOL) Best Practices to Optimize Stakeholders Satisfaction”

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Abstract

The increasing global competition, lack of awareness and clear understanding of numerous varied domains and challenging issues surrounding the managerial implementation process caused TESOL educational institutions to realize the necessity to rapidly respond successfully to compete in the marketplace, meeting stakeholders' requirements and achieving a better competitive advantage. TESOL educational institutions have to work hard on making their strategic and operational processes more efficient and effective. For most, if not all, TESOL educational institution, achieving superior performance relative to rivals is the ultimate challenge. Consequently, TESOL educational institutions need to change their operation system by motivating the interest of all stakeholders, changing employees' attitudes, encouraging unity of purpose, involving creative problem solving, and making sure that organizational goals and objectives are accomplished. And that gets us to conclude that if TESOL educational institutions improve their system operation by adapting TQM and integrating work flow between top managerial level, middle managerial level and the ELT community, there will be an effective well communicated work harmony, especially in the decision making process and in developing more healthy culture across all the institution.

Key Words: TESOL, ESOL, ELT, TQM