

BUSINESS ENGLISH MODULE

Unit one: Telephone English

A range of practical activities including: identifying yourself/ making excuses/ dealing with communication problems/ making and confirming arrangements/changing an arrangement (politeness strategies)/Appropriate hesitation devices. Additional work on listening comprehension, restatement and confirmation.

Unit two: Emails

Workshop designed to help participants identify recommended strategy in writing business emails. Students will focus on writing polite informal emails as well as more formal English emails for business purposes. Goal is that participants will be able to produce sufficient emails and email responses in less than 8 minutes. Additional work on sentence structure, modal verbs and specific vocab for email.

Unit three and four: Meetings

Professional introductions and cross-cultural exchange. In the **first session**, students will be asked to consider cross cultural exchange in business context. Here students will begin to focus on appropriate business English for differing cultural contexts. Language/vocabulary and discussions to take place to reinforce appropriate language. In the **second session**, language required for negotiations/agreeing/disagreeing/clarifying/interrupting to be explored in these sessions. End goal will be for students to participate in a workshop "The Sun God Jinti" in which participants have to manage a 'relocation project', organising and negotiating their way through a variety of stages in small groups.

Unit five: Presentations

Introduction to business presentations. Structure and organisation of presentations. Useful vocabulary and expressions for professional and informal presentations. Practice with the classical model (Introduction/Main Body/Conclusion) and the FAB technique: (Feature/Advantage/Benefit). Students will be working towards the goal of making a presentation (using powerpoint) in English. Presentation sessions will be focused on passive and active sentences, reporting of data (numeric, etc). Students will start by making personalised presentations and move towards more formal, structured presentations to be delivered at course end.

Unit six: Document Management

Unit seven: Practical, Business and social purposes

In this session, students will explore appropriate language for practical business travel purposes. Arranging schedules and appointments, making travel arrangements, overcoming problems and obstacles. A range of informal and formal English with listening comprehension activities plus modelling of certain situations. Language will be focused on convincing, negotiating, and on the incorporation of idiomatic expressions.

This session also looks at common vocabulary and expressions for *small talk* in business situations with added focus on offering praise, complaints, asking for permission and asking for advice. To be linked back with cultural exchange session.