

SAMPLE PROGRAMME: ENGLISH FOR THE ONLINE OFFICE



| | Session 1 | Session 2 |
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| Day one Morning (9.00 – 12.00) | <p>INTRODUCTIONS Course content</p> <p>WEB CONFERENCING Personal experience of Online meetings Online meetings: using the new medium <i>Language focus: Chairing and discussion language</i></p> | <p>ONLINE MEETINGS <i>SKILLS: Clarification/facilitating understanding The dos and don'ts of effective meetings</i></p> <p>ROLE-PLAY: Meeting Participating in meetings <i>Language area: neutral/polite & forceful expressions</i></p> <p>FEEDBACK AND FURTHER PRACTICE: accuracy and grammar</p> |
| Day one Afternoon (1.00 – 4.00) | <p>MAKING THE MOST OF ONLINE COMMUNICATION Building rapport in a virtual setting Overcoming cultural barriers</p> <p>CASE STUDY: How to Resolve Cultural Conflict: Overcoming Cultural Barriers at the Negotiation Table <i>Language area: lexical phrases for: signalling, checking understanding & summarising</i></p> | <p>NEGOTIATING ONLINE <i>SKILLS: Persuading, influencing, and Negotiating Interrupting effectively</i></p> <p>ROLE-PLAY: Negotiation <i>Pronunciation & intonation Diplomatic language The Art of Saying No</i></p> <p>FEEDBACK AND FURTHER PRACTICE: accuracy and grammar</p> |
| Day two Morning (9.00 – 12.00) | <p>WEBCASTING Making an impact Being clear and concise</p> <p>CASE STUDY: How to keep your audience engaged in an online meeting</p> | <p>PRESENTING ONLINE ROLE-PLAY: Presentation <i>Language area: starting & structuring a presentation sequencing language referring to visuals</i></p> <p>FEEDBACK AND FURTHER PRACTICE: accuracy and grammar</p> |
| Day two Afternoon (1.00 – 4.00) | <p>WORKING REMOTELY Physicality & intonation</p> <p>CASE STUDY: Projecting confidence and professionalism in "camera on" remote meetings</p> | <p>INTERVIEWS <i>SKILLS: questioning and clarifying commenting on and giving opinion</i></p> <p>ROLE-PLAY: Interview <i>Language area: asking and answering difficult questions</i></p> <p>FEEDBACK AND FURTHER PRACTICE: accuracy and grammar</p> |

Please note: the final content will result from a needs analysis carried out before the course and refined on Day One.