

Thursday

Class 1

PRESENTING YOURSELF & COMPANY

Language feedback/reformulation.

DEALING WITH COMMUNICATION PROBLEMS

Interrupting, checking, clarifying.
Language focus & practice by explaining work activities and processes
Language feedback/reformulation.

HOMEWORK: Complete gapped email trail, read role-play meeting agenda.

Class 2

LEADING MEETINGS

Language focus & practice meeting.
Role-play meeting.
Language feedback/reformulation.

EMAILS: Noticing common phrases.
Making & changing arrangements language.

HOMEWORK: Complete gapped emails, read role-play meeting agenda.

Thursday

Class 3

PARTICIPATING IN MEETINGS

Opinion, agreement, proposing.
Language focus & role-play practice meeting.
Language feedback/reformulation.

EMAILS: Noticing common phrases.
Making & replying to enquiries & requests for information language.

HOMEWORK: complete gapped emails.

Class 4

TELEPHONING

Language focus & role-play practice calls.
Language feedback/reformulation.

NEGOTIATING

Structuring language, making conditions, being tactful.

HOMEWORK: read role-play negotiation meeting.

Thursday

Class 5

SOCIAL ENGLISH - chit chat

Making conversation at start of formal & informal meetings and calls.
Language focus & role-play practice.
Language feedback/reformulation.

NEGOTIATING

Role-play practice to reach agreement.
Language feedback/reformulation.

EMAILS: Making & responding to complaints language.

HOMEWORK: Write email.

Class 6

PRESENTING & EXPLAINING INFORMATION

Structuring, using visuals with facts & figures, explaining, dealing with questions, use of voice.
Language focus & practice reporting & explaining figures.
Language feedback/reformulation.

EMAILS: Homework tasks.

HOMEWORK: Prepare presentation.

Thursday

Class 7

PRESENTING & EXPLAINING INFORMATION

(Presentation practice with Q & A.
Language feedback/reformulation.

EMAILS: Requesting & giving instructions language.

HOMEWORK: Write emails.

Class 8

EMAILS: Homework tasks.

MEETING

With social chit chat, information presentation & negotiation.
Language feedback/reformulation.

COURSE REVIEW

Self-study/learning strategies advice.