

Course Title: Communication at Work

Faculty: Roger Grainger

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Course dates: 10/5/10 – 12/5/10

Duration: 8 weeks, 2 classes/week, each class 1.5 hours, total 24 hours

Participants: 1. Cindy Li

Supervisor: Norm Bautista

2. Shirley Ma

Supervisor: Elliot Binder

3. Wei Sun

Supervisor: Elliot Binder

COURSE OBJECTIVES

- Learn the most appropriate oral communication styles for various business settings: Internal meetings with peers, external meetings with customers, presentations, phone work, and business entertaining.
- Gain self-confidence in presentations, meetings, and related business
- This is NOT a basic English course. The participants are advanced learners requiring nuanced, job-specific business communication and cross-cultural skills improvement.

EXPECTATIONS

Trainees should expect active class participation in a group setting for simulated work and social scenarios. Presentations and job simulations will be recorded in class and played back for immediate personal and peer review; these also serve to compare skills between the first and last day of class. This is an 8-week trial course. Therefore, participants should notice some degree of skills improvement by its end, but should not expect a dramatic difference or to achieve perfect skills with just 24 hours of training. These 8 weeks are designed to give you a good idea of the quality of our training and a fair grasp of the subject matter. All education will be tailored as precisely as possible to participants' level and work-related communication needs. Upon completion and review of our progress report and completed syllabus after the last class, participants may opt to expand the training for continued improvement.

TEXTBOOK

Communicating in Business: A short Course for Business English Students, 2nd edition. We have selected this text because it addresses the participants' needs, as described in our assessment. It is a short American English course for non-native English speakers who need to improve their communicative ability when socializing, telephoning, presenting, taking part in meetings and negotiating. Students analyze the requirements of the relevant communicative situation and are then given controlled and free stage practice to develop confidence, fluency, range and effectiveness.

ONLINE RESOURCES

- Pronunciation practice: EnglishLeague.com Practice Pages (see instructor).
- Pronunciation and articulation: www.download-esl.com/tonguetwisters/easy/easytongue.html
- Multicultural enhancement: www.ajokeaday.com. Participants mentioned they had trouble understanding US humor and need practice with cross-cultural awareness, understanding sarcasm, facetiousness, delivery, etc.

WEEK 1 • Introductions • Determine focus, schedule, and attendees • Three keys to every good communication • Initial Student video presentations • Small talk • Lesson wrap-up: Quick Communication Check WEEK 2 • Student warm-ups • Presentations, part 1 • Lesson wrap-up: Quick Communication Check WEEK 3 • Student warm-ups • Presentations, part 2 • Lesson wrap-up: Quick Communication Check WEEK 4 • Student warm-ups • Meetings, part 1 • Lesson wrap-up: Quick Communication Check	WEEK 5 • Student warm-ups • Meetings, part 2 • Negotiations, part 1 • Lesson wrap-up: Quick Communication Check WEEK 6 • Student warm-ups • Negotiations, part 2 • Lesson wrap-up: Quick Communication Check WEEK 7 • Student warm-ups • Negotiations, part 3 • Telephone Techniques, part 1 • Lesson wrap-up: Quick Communication Check WEEK 8 • Student warm-ups • Telephone Techniques, 2 • Final student video presentations. • Group feedback on presentations. • Course review. • Course evaluations.
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