

## BUSINESS COMMUNICATION – LEVEL UPPER INTERMEDIATE C1

### Contenuti:

Effective and successful communication is paramount in the Business industry where professionals are required to use written and spoken English fluently and proficiently on a daily basis.

The course of English for Business Communication focuses primarily on functional language and specialist vocabulary and is designed to enable participants to:

- enhance their overall English communication skills
- develop professional skills such as dealing with enquiries, giving technical information, offering advice, negotiating, writing emails, participating in peer meetings and making presentations
- develop language awareness through an integrated grammar and skills syllabus
- acquire the specialized vocabulary needed by business professionals
- practise language skills in realistic situational practice and role-plays

**Important:** lessons will be based on two or three of the following topics as course contents will be designed to meet participants' training needs and language starting levels

Topics	Vocabulary Areas Structure Pronunciation	Functions
Networking	<ul style="list-style-type: none"> <li>• Phrases for greetings, introductions, partings</li> <li>• Lexis for hobbies, interests, family</li> <li>• Levels of formality</li> <li>• Present simple</li> <li>• Question forms</li> </ul>	<ul style="list-style-type: none"> <li>• Introducing yourself and others, greetings</li> <li>• Speed networking - the elevator pitch</li> <li>• Small talk, turn-taking</li> <li>• Describing your company, your role and responsibilities</li> <li>• Cross-cultural language awareness</li> </ul>
Telephoning and video conferencing	<ul style="list-style-type: none"> <li>• Phrases for phone and video calls and online meetings</li> <li>• Politeness</li> <li>• Modals (Could I, Would you like to, etc.)</li> <li>• Pronunciation: Spelling names, addresses, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Requests</li> <li>• Offers</li> <li>• Complaining</li> <li>• Dealing with complaints</li> <li>• Making arrangements</li> </ul>
Meetings	<ul style="list-style-type: none"> <li>• Vocabulary and phrases for meetings in person and online</li> <li>• Understanding different accents and intonations</li> <li>• Future forms</li> </ul>	<ul style="list-style-type: none"> <li>• Stating aims</li> <li>• Agreeing / Disagreeing</li> <li>• Being diplomatic</li> <li>• Giving opinions</li> </ul>

	<ul style="list-style-type: none"> <li>• Modals</li> </ul>	<ul style="list-style-type: none"> <li>• Interrupting and dealing with interruptions</li> <li>• Asking for clarification</li> </ul>
Negotiations	<ul style="list-style-type: none"> <li>• Typical phrases - starting, making offers, refusing, accepting, asking for clarification and bargaining</li> <li>• Conditionals</li> </ul>	<ul style="list-style-type: none"> <li>• Typical functions of negotiation: requests, offers, refusal and acceptance</li> </ul>
Presentations	<ul style="list-style-type: none"> <li>• Language of presentations</li> <li>• Presenting with slides</li> <li>• Signpost language</li> <li>• Question forms</li> </ul>	<ul style="list-style-type: none"> <li>• Introducing a topic effectively</li> <li>• Linking and sequencing ideas</li> <li>• Giving technical information</li> <li>• Handling questions</li> <li>• Concluding</li> </ul>
Business Writing	<ul style="list-style-type: none"> <li>• Language of formal and informal communication documents</li> </ul>	<ul style="list-style-type: none"> <li>• Writing emails (enquiry, reply and complaint)</li> <li>• Writing short reports</li> </ul>