

PRACTICALLY SPEAKING BUSINESS ENGLISH

COURSE DESCRIPTION

This Business English course focuses on speaking practice and vocabulary expansion for business professionals, tourism workers, government workers, and university students with ambitions to work in business or professional fields where contact with colleagues and customers from the United States is expected.

Students should already be speaking and understanding at the Intermediate level (or above). Those who have not reached the Intermediate level should take advantage of our Practically Speaking Conversational English Course.

Our course typically includes five daily classes that last 2 hours (the equivalent of 10 hours of intensive exposure to the English language). Our classes are usually conducted from Monday through Friday.

Within the specific business topics, the students will receive practical, personal tutoring in:

- individual speaking practice
- additional vocabulary of U.S. English words
- idiomatic expressions
- discussions of American life
- practice for everyday events and situations
- practice for special events and situations

Daily Class Schedule

The daily class includes:

- The opening session where all students gather for a university style discussion of the topic of the day.
- The small group class time (90 to 120 minutes) with the English teacher for exercises, vocabulary expansion and speaking practice.

What We Ask of Our Students

- Make a commitment to attend all lessons, if possible.
- Complete all information requested on the registration form.
- Attend all five lessons.
- Attend at the same hour each day and attend only one lesson each day.
- Be ready to participate in the speaking practice so that you receive the greatest benefit from the course.
- Arrive on-time and stay through the small-group class time and the seminar session.
- Always wear your student identification badge while at our course.

Curriculum

The Practically Speaking Business English curriculum has been specially developed to provide intensive practice of useful and practical English.

Individual practice and small group practice are used to multiply the amount of speaking time for each individual student during their small group class.

The Total Physical Response (TPR, hearing, understanding, saying, doing) methodology is incorporated throughout the curriculum. Topics and vocabulary are specifically selected to provide English vocabulary and sentence structure that is immediately useful to the student.

Get Acquainted

- The Mixer
- Business Idioms
- Business Observations

Integrity in Business

- Advertising
- Standing Behind Your Product
- Fulfilling the Commitment

Buying and Selling

- Customary Practices
- Retail Encounter
- Big-Ticket Buying and Selling

Travel in the U.S.

- Customary Practices
- Eating Out
- Finding Your Way
- Entertaining Etiquette

Customer Service

- Customary Practices
- Resolving Complaints
- Extraordinary Customer Service

The Business Meeting

- Introductions and Opening the Meeting
- Making the Presentation
- Disagreeing and Persuading
- Negotiating Consensus
- Closing a Meeting

Human Resources

- Job Interviews
- Performance Counseling
- HR Do's and Don't's
- Workplace Practices

Technology and Computers

- Keeping It Legal
- Email Etiquette
- To Email or To Telephone
- Cell Phone Etiquette

Lifestyle Balance

- Life Away from the Office
- Balancing Family and Career
- Vacationing and Holidays

Business Fun

- Customary Dress
- Mixing Business and Pleasure
- Talk Business While Having Fun

Learning Aids

The curriculum materials include learning aids to enhance the learning experience. Visual aids consist of wall charts, cue cards, photographs and other objects (clocks, common objects, etc.). Hands-on learning aids (at the Primary and Beginner levels) consist of various objects that are used in group practice to complete the Total Physical Response loop (hearing, understanding, saying and doing).

Learning Objectives

At each level of proficiency (from Primary to Superior), the goals of the course are:

- Each student gains a mastery of the presented topics (commensurate to their level of proficiency)
- Generate in each student the knowledge, through experience, that they can learn English
- Give the student a model by which they can continue to expand their vocabulary and sentence construction
- Provide the student with methods and techniques by which they can continue to improve their pronunciation and confidence
- Instill confidence that when the student speaks, they can be understood
- Inspire each student to continue to study and practice English after this course is completed