

Business English B1+ (Intermediate)

MEETINGS

Small talks / information exchange

- sharing experience in doing business
- engaging in small talk
- keeping up a business conversation

Being heard in the meeting

- attitudes to meetings
- assertiveness in meetings
- interrupting a speaker politely
- meeting styles in different parts of the world

Solving problems

- discussing solutions
- making suggestions
- conducting problem-solving meetings

NEGOTIATIONS

Negotiating style and strategies

- sounding more diplomatic
- expressions for negotiating
- negotiating a contract

Negotiating: dealing with deadlock

- handling conflict
- dealing with cultural differences
- making and obtaining concessions

PRESENTATIONS

Making impact

- 4 Cs of an effective presentation
- qualities of a good presentation
- pausing, pacing and sentence stress

Opening and closing presentations

- structuring a presentation
- identifying effective presentation openings
- delivering the presentation

Describing visuals

- using visuals in a presentation
- types of visuals: graphs, charts, diagrams
- describing and commenting on visuals

WRITING SKILLS

- Emailing
- Cover letter
- Letter of complaint