

## Business English B2 (Upper Intermediate)

### MEETINGS

#### Small talk / information exchange

- corporate entertainment
- paraphrasing information
- keeping up a business conversation

#### Leading meetings/ chairing a meeting

- the dynamics of the meeting
- chairing a meeting
- alternative approaches to meetings
- delegation

#### Managing meetings

- behavior in meetings
- disagreement strategies
- dealing with conflict

#### Making decisions

- making decisions in difficult situations
- workplace dilemmas
- decision-making
- managing crisis

### NEGOTIATION

#### Negotiating style and strategies

- negotiating tactics and strategies
- negotiating a contract

#### Negotiating procedure and language

- analysis of negotiation
- diplomacy and persuasion
- negotiating a new offer
- mediation

### PRESENTATIONS

#### Making impact

- rephrasing to add impact
- non-verbal language in presentations
- ways of persuasion

#### Opening and closing presentations

- identifying effective presentation openings
- ways of closing a presentation

#### Describing visuals

- Using visuals in a presentation
- Types of visuals: graphs, charts, diagrams
- Describing and commenting on visuals

### WRITING SKILLS

- Emails: personal, work-related.
- Personal business letters
- Letter of complaint