

Course: Business English

Level 2

Day №10



- ❖ How's your relationship with your boss?
- ❖ Do you feel comfortable expressing your opinion or ideas with him?
- ❖ Do your ideas matter to him?
- ❖ Recall a situation wherein your boss applauded you for your idea/s.

Reading activity

PHIL: Well, I've narrowed it down to two suggestions: The computer skills course and the team-building course. What do you think Jo?

JO: I really think a computer course is best. All businesses use computers these days, so the market for computer skills is very big. I agree that outdoor team-building courses are fun, but I don't think they're very safe. And what if it rains?

CHIHARU: It's true all businesses use computers these days. But people can already use them, so a training course now is too late. And computer training courses are really expensive to set up. Outdoor team-building courses aren't just fun, they provide a very challenging learning experience. And if it rains – that makes it even more challenging!

PHIL: We have to decide on one. We don't have the money or the staff to do both. We need to make a decision...

Comprehension check:

- a. Two managers are talking with their boss about ideas for a new course for their business school. What course does each prefer? Choose from the list of suggestions.

Jo	
Chiharu	

Leadership skills
Computer skills
Team-building skills
Finance
Business letter writing



- b. Why can't they include both courses?

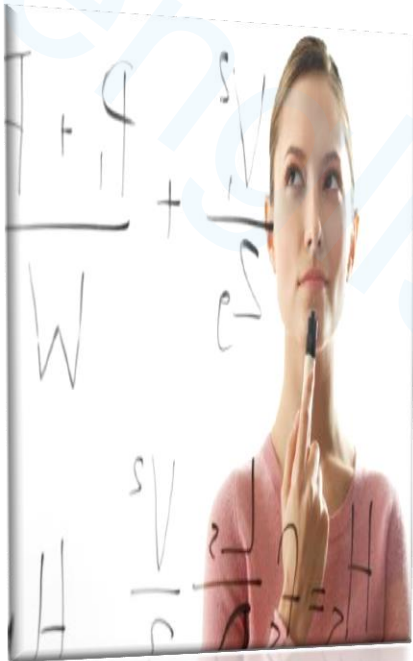
Useful language

In English, stress is used to show the importance of ideas. Jo and Chiharu show their opinions using words like **really, very, and more**. They also put stress on these words.

Opinion gap



- ❖ Is it ok to express your opinion to your boss without being asked?
- ❖ What are the some of the brilliant ideas you presented to your boss?
- ❖ Did your company benefit from those suggestions?
- ❖ Do you have any proposals or suggestions on how to smoothen your department's operation?



- ❖ What are the skills required for your job?
- ❖ How did you acquire those skills?
- ❖ Are there any trainings you wish to attend to improve your skills?

Writing Activity

Your company wants to send its staff on a training course. You think a computer skills course is the best idea. You received this email from a colleague. Write a reply email. Use words like *really, a lot and more* to get your ideas noticed.

To: you@yourcompany.com.sg
From: rdavies@yourcompany.com.esq
Subject: Choosing a training course

I really don't think we should send our new staff on the computer skills course this year. I think it is important for them to learn business letter writing skills. Our customers get very angry if the letters they receive are too casual. I hope you agree.

Roger

Useful language

Modern

Up-to-date

Useful

Transferable (can be used
in many different jobs.)

Let's practice

Read and choose the right training course for your department.
Give your boss a hint on which training course you prefer.
Discuss how your colleagues can benefit from the said training.



Customer Service

This course will show how to improve customer service skills in your organization and give employees the skills they need to handle angry callers and customers and avoid complaints.

Conflict resolution

Conflict is caused by all kinds of people and situations, from unhappy customers, to employees who won't do their job properly, to power-hungry bosses. Learning how to examine these situations and stay calm will help you manage disagreements before they turn into problems.



***Thank you for
today!***

***I'm looking forward to
seeing you again!***