

# At a glance: *Englisch im Beruf*

Online modules and Trainer's Guides - Page 1 of 2

	English for Telephoning	English for Emails	English for Meetings	English for Presentations
1	<b>Opening and taking a call</b> <ul style="list-style-type: none"> <li>•spelling names</li> <li>•getting through to the right person</li> <li>•polite excuses</li> <li>•communication problems</li> </ul>	<b>An introduction to emails</b> <ul style="list-style-type: none"> <li>•sending, receiving and saving emails</li> <li>•parts of an email and of email browsers</li> </ul>	<b>Could we meet next week?</b> <ul style="list-style-type: none"> <li>•meetings</li> <li>•arranging and confirming a meeting</li> <li>•prepositions of time and place</li> <li>•the language of meetings</li> </ul>	<b>Let's get started</b> <ul style="list-style-type: none"> <li>•presentation openings</li> <li>•organizational details</li> <li>•attention-grabbing opening techniques</li> </ul>
2	<b>Initial conversation</b> <ul style="list-style-type: none"> <li>•polite questions and answers</li> <li>•indirect phrases</li> <li>•correct prepositions in typical phrases</li> </ul>	<b>Formal and informal emails</b> <ul style="list-style-type: none"> <li>•formal / informal style</li> <li>•punctuation</li> <li>•emoticons</li> </ul>	<b>Can we make a start now?</b> <ul style="list-style-type: none"> <li>•opening a meeting</li> <li>•small talk</li> <li>•introducing others</li> <li>•apologies</li> <li>•meeting objectives</li> <li>•agendas and minutes</li> </ul>	<b>Today's topic is ...</b> <ul style="list-style-type: none"> <li>•structuring presentations</li> <li>•body language</li> <li>•core statements</li> <li>•emphasising key points</li> </ul>
3	<b>Spelling names, words, numbers</b> <ul style="list-style-type: none"> <li>•spelling names and words</li> <li>•saying and understanding numbers</li> <li>•International Spelling Alphabet</li> <li>•checking information</li> </ul>	<b>Enquiries</b> <ul style="list-style-type: none"> <li>•spelling email addresses</li> <li>•formal and informal requests</li> <li>•replies</li> </ul>	<b>Can I make a point here?</b> <ul style="list-style-type: none"> <li>•interruptions</li> <li>•giving opinions</li> <li>•asking for clarification</li> <li>•<i>simple past</i> and <i>present perfect</i></li> </ul>	<b>My next slide shows</b> <ul style="list-style-type: none"> <li>•using slides and PowerPoint</li> <li>•describing visuals</li> </ul>
4	<b>Messages</b> <ul style="list-style-type: none"> <li>•answering machines</li> <li>•voicemail</li> <li>•leaving and taking messages</li> <li>•returning a call</li> </ul>	<b>Requesting action</b> <ul style="list-style-type: none"> <li>•acronyms and abbreviations</li> <li>•present perfect with <i>yet</i> and <i>already</i></li> </ul>	<b>I'm not sure I agree</b> <ul style="list-style-type: none"> <li>•discussions</li> <li>•agreeing and disagreeing</li> <li>•diplomatic language</li> <li>•strong and tentative opinions</li> </ul>	<b>As you can see from this graph ...</b> <ul style="list-style-type: none"> <li>•describing charts, pie charts, bar charts and diagrams</li> </ul>

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5	<b>Small talk</b> <ul style="list-style-type: none"> <li>•small talk: typical questions and answers</li> <li>•time expressions</li> </ul>	<b>Exchanging information</b> <ul style="list-style-type: none"> <li>•colloquial phrases</li> <li>•apostrophes</li> <li>•informing and replying</li> <li>•diplomatic phrases</li> </ul>	<b>It's a deal</b> <ul style="list-style-type: none"> <li>•negotiations</li> <li>•buying time</li> <li>•responding to offers</li> <li>•voting</li> <li>•summarising results</li> </ul>	<b>To sum up ...</b> <ul style="list-style-type: none"> <li>•summary of main ideas</li> <li>•effective conclusions</li> <li>•intonation and stress</li> </ul>
6	<b>Arrangements</b> <ul style="list-style-type: none"> <li>•talking about times and dates</li> <li>•suggesting meetings or appointments</li> <li>•agreeing and disagreeing to suggestions</li> <li>•mobile phones</li> </ul>	<b>Making &amp; confirming arrangements</b> <ul style="list-style-type: none"> <li>•spelling domain names</li> <li>•making and changing arrangements</li> <li>•prepositions of time</li> </ul>	<b>So I think we're finished for today</b> <ul style="list-style-type: none"> <li>•ending meetings</li> <li>•summarising results</li> <li>•confirming points of action</li> <li>•writing minutes, notes and follow-up emails</li> </ul>	<b>Any questions?</b> <ul style="list-style-type: none"> <li>•preparing for questions</li> <li>•anticipating questions</li> <li>•answering and handling questions</li> </ul>
7	<b>Complaints</b> <ul style="list-style-type: none"> <li>•formulating a complaint politely</li> <li>•dealing with complaints</li> <li>•apologies</li> <li>•solving problems</li> </ul>			
8	<b>Negotiating agreements</b> <ul style="list-style-type: none"> <li>•hedges and tentative sentences</li> <li>•negotiating phrases</li> <li>•conditionals</li> <li>•enquiring about delivery conditions</li> </ul>			