

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

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