

Business English Topics And Skills & Language Focus Learning Suggestions

Topics	Skill/Language	Materials
Negotiating	Being vague and being precise, turn taking.	Market Leader Upper Advanced, Role Plays for Today
Networking/Relationship building	Social English, practising networking skills	InCompany Upper Intermediate
Interview skills	Question forms, answering concisely.	Role Plays for today
Emailing (complaints/queries formal/informal)	Writing style, fixed expressions.	Email English
Telephoning	Confirming and clarifying	InCompany Intermediate, Market Leader Advanced, Telephone English
Communication	Idioms, dealing with communication, word partnerships	InCompany Upper Intermediate
Presentations	Fixed Expressions (lets move on, I'd like to highlight)	Presenting English Business Builder Intermediate
Presenting/describing graphs	Describing trends, changes.	Presenting English Financial English, IELTS, Business Builder
Risk Management	Reaching agreement, words for describing risk, intensifying adverbs.	Market Leader Upper Intermediate
CV writing	Format, concise written descriptions.	Sample CV's

Cover Letters	Fixed expressions, writing style.	Market Leader Writing Sample Cover letters
Meetings	Brainstorming, agreeing/ disagreeing, expressing your opinion.	Business Builder Intermediate Role Plays for Today
Advertising	Brainstorming, creating an advertising, listening for specific information	Market Leader Intermediate
Decision Making	Fixed Expressions, Expressing doubt, making suggestions, stating future action.	Market Leader Intermediate Business Builder
Business ethics	Listening for specific information, synonyms	Market Leader Advanced Business Builder
Resolving Conflict	Expressing your feelings, showing sympathy, resolving, identifying problems.	Market Leader Upper Intermediate
Customer Services	Active listening, gerunds.	Market Leader Advanced
Sales (persuasion)	Persuading, Fixed expressions	Role Plays for today
Motivating people	Using positive language	Business Builder Intermediate
Being diplomatic	Could, might, seems,	Business Builder Intermediate teachers resources, Role Plays for today

Business English courses are run on demand only and tend to be very small classes, often 1-to-1. Consequently, course content tends to be tailored to the needs and requirements of individual students or small groups. Material and lessons are negotiated with students ensuring that content matches their particular needs, frequently in line with the duties of students within their business or organization or to help students match specifications on a course of higher education study.

The above table highlights a comprehensive, but not exhaustive, list of topics and skills frequently in demand by business-oriented students as well as recommended materials that could be used.

A number of frequently-used coursebooks are listed below and available within our library:

- ❖ Everyday Business Writing, English for Work, I. Badger & S. Pedley, 2003
- ❖ Business One : One, Intermediate+, Oxford Business English, 2010
- ❖ Business Grammar Builder, Macmillan, P. Emmerson, 2002
- ❖ Market Leader, New Edition, Intermediate, D. Cotton, D. Falvey & S. Kent, 2005
- ❖ Skills for Business Studies, Upper-Intermediate, L. Rogers, 2016
- ❖ ETpedia Business English, Teaching English Professional J. Hughes & R. McLarty, 2016
- ❖ Best Practice, Upper-Intermediate, B. Mascull & J. Comfort, 2008
- ❖ Business Games, J. Mawer, 2002

In addition, several useful links to websites with high-quality business resources are listed below:

- ❖ <https://www.teachingenglish.org.uk/teaching-resources/teaching-adults/english-business>
- ❖ <https://www.simonandsimon.co.uk/blog/30-business-english-expressions-you-need-to-learn>
- ❖ <https://www.businessenglishpod.com/category/business-english-360/>
- ❖ <https://learnenglish.britishcouncil.org/business-english/business-magazine>
- ❖ <https://www.bbc.co.uk/learningenglish/business-english>
- ❖ <https://www.linguahouse.com/en-GB/esl-lesson-plans/business-english?page=1>

Lesson Planning Expectations:

- Lesson outlines should be written and saved on the TopUp Drive in the designated folders.
- All lesson outline should have a clear and specific aim.
- The skeleton procedure should indicate the scaffolding that will support students to successfully complete the final communicative tasks that will typically be the objective of these lessons.
- Resources and materials used should be identified.