

**Soft-Train**



*At Soft-Train  
Technology Works*

# **Business Conversation Skills for Nonnative English Speakers (2 Days)**

**COURSE GOAL:** To learn to express ideas correctly and confidently. Create a style of business conversation that will help achieve professional and organizational goals.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Express themselves in a way that will increase self-confidence
- Recognize business conversational pitfalls and how to avoid them
- Recognize different styles in business conversations
- Select effective business language patterns of delivery

**KEY TOPICS:**

- I. Talking about a New Project**
- II. Talking about Financial Issues**
- III. Discussing a New Ad Campaign**
- IV. Talking about Manufacturing**
- V. Talking about Company Strategy**
- VI. Discussing Good Results**
- VII. Discussing Bad Results**
- VIII. Discussing a Difficult Decision**
- IX. Dealing with a Dissatisfied Customer**
- XI. Discussing a Difficult Request**
- XII. Motivating Co-workers**
- XIII. Running a Meeting**
- XIV. Discussing a Mistake**
- XV. Taking Credit for Good Results**
- XVI. Shifting Blame**
- XVII. Politely Disagreeing with Someone**
- XVIII. Telling Somebody Off**
- XIX. Discussing Office Scandals**
- XX. Complaining about a Co-worker**

**XXI. Talking about a Brown  
Noser**

**XXII. Calling in Sick**

**XXIII. Requesting a Bank Loan**

**XXIV. Negotiating a Purchase**

**XXV. Conducting a Performance  
Review**

**XXVI. Promoting an Employee**

**XXVII. Firing Somebody**