

Soft-Train



*At Soft-Train
Technology Works*

Business Conversation Skills for Nonnative English Speakers (1 Day) ST00072

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. The Global Workforce

- A. Find a Mentor
- B. Phrases for Finding a Mentor or Obtaining General Help
- C. Phrases for Asking for Specific Help
- D. Observe, Observe, and Then Observe Some More
- E. Phrases to Use When Observing
- F. Ask and Answer Questions and Listen to Others
- G. Phrases to Check Time Availability
- H. Phrases to Check Understanding
- I. Phrases to Clarify Answers
- J. Avoid Saying “In My Country, We...”
- K. Phrases Not to Say Unless Asked
- L. Phrases to Say Instead
- M. Part 1 Notes Section

II. Smart Talk

- A. Interacting in a Small Group
- B. Phrases About the Weather
- C. Phrases About Sports
- D. General Phrases
- E. Ending a Casual Conversation
- F. Phrases to Say Before Pausing
- G. Giving and Accepting Compliments
- H. Giving, Accepting, and Refusing Invitations

- I. Phrases Used to Give Invitations
- J. Phrases Used to Accept Invitations
- K. Phrases Used to Refuse Invitations
- L. Phrases Used to Clarify Invitations
- M. Phrases Used to Buy Time Before Responding to Invitations
- N. Part 2 Notes Section

III. Using the Telephone

- A. Speak Up and Speak Out
- B. Telephone Listening Practice
- C. Initiating a Phone Call
- D. Phrases to Move Along a Phone Call
- E. Phrases to Get Clarification
- F. Phrases to Close a Phone Call
- G. Phrases to Respond to Telemarketing Phone Calls
- H. Your Voice Mail
- I. Phrases for Recording a Message
- J. Leaving Messages
- K. Phrases for Leaving Messages
- L. Phrases to Use When Taking Messages for Others
- M. Speaking With Someone
- N. Who is Difficult to Understand
- O. Phrases to Ask for Clarification
- P. Speaking With Someone Who Has Difficulty Understanding You
- Q. Phrases to Use When Someone Has Trouble Understanding You
- R. Part 3 Notes Section

IV. Presenting Yourself

- A. Before you Present
- B. Phrases to Get Information About an Assignment-Content
- C. Phrases to Get Information About an Assignment-Materials
- D. How to Say it
- E. Phrases to Introduce Yourself
- F. Phrases to Emphasis During a Presentation
- G. Closing Phrases
- H. Answering Questions
- I. Phrases If You Know the Answer
- J. Phrases for After You Answer a Question
- K. Phrases to Clarify Questions
- L. Phrases If You Don't Know the Answer
- M. Phrases for After a Presentation
- N. Part 4 Notes Section

V. Networking Within Your Organization and Beyond

- A. Whom Do You Know?
- B. What Is a Network?
- C. Phrases to Use Your "Unique-ness" to Your Advantage
- D. How to Network
- E. What to Do
- F. What Not to Do
- G. Introductory Phrases to Say
- H. Networking Phrases
- I. Phrases for Clarification
- J. Phrases to Give Opinions
- K. Phrases to End a Conversation
- L. Follow Up
- M. Phrases to Further Relationships
- N. Part 5 Notes Section

VI. Stress at Work

- A. What is Stress?
- B. Phrases to Ask Yourself to Determine If You Are Overstressed
- C. Use the Good Stress
- D. Phrases for Eating Healthful Foods and Avoiding Unhealthful Foods
- E. Exercising
- F. Phrases for Exercising
- G. Mental Exercising
- H. Phrases to Say to Yourself to Relax
- I. Lose the Bad Stress
- J. Phrases to Help Reduce Your Stress
- K. Part 6 Notes Section

VII. Directions

- A. Directions on the Job
- B. Receiving Directions
- C. Phrases for Giving Directions to Others
- D. Phrases to Use When Taking Directions
- E. Giving and Following Directions to Get Somewhere
- F. Phrases to Use When Asking for Directions
- G. Phrases to Use When Giving Directions to Somewhere
- H. Other Directions to Consider
- I. Phrases for Directions to Use a New Photocopy Machine
- J. Phrases for Directions to Use a New Computer
- K. Part 7 Notes Section