



A *moving* picture is worth
a thousand words!



1. BUSINESS ENGLISH



A TYPICAL BUSINESS PERSON?



To
communicate

To gain
cultural
awareness

To get a
promotion

WHY DO PEOPLE STUDY BUSINESS ENGLISH?

To find a new job

To understand

CHALLENGE FOR THE TEACHER?



VIDEO IN THE CLASSROOM/OFFICE



2. TEACHING RECEPTIVE SKILLS



TEACHING RECEPTIVE SKILLS

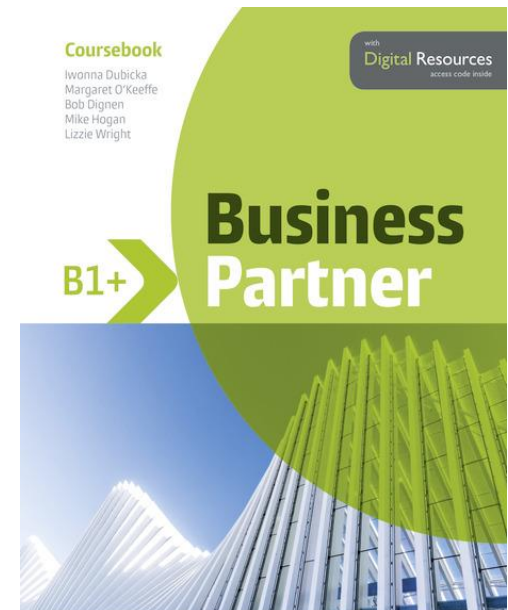
Choose material

Lead-in: Activate schema (*"our pre-existent knowledge of the world"* Guy Cook)

A gist task

A specific information task

Productive skills



LEAD-IN

Lesson outcome

Learners can use common verb and noun collocations related to work and leadership.

Lesson outcome

Learners can use vocabulary related to office communication.

Lesson outcome

Learners can use vocabulary related to innovative product design.

Lead-in 1A Tick (✓) the sentence(s) that best describe(s) your attitude to your lunch break during the week.

- 1 It's an opportunity to relax and talk with friends.
- 2 I eat only because it's necessary – food is fuel.
- 3 I enjoy choosing food and eating it.
- 4 I usually do something else while I eat – reading, studying, texting.
- 5 A long lunch break is a waste of time.
- 6 In a cafeteria, I don't like ordering food and waiting for it.
- 7 I don't usually eat lunch.
- 8 I prefer to eat without talking to anyone.

B Compare your answers with a partner.

LEAD-IN

Lesson outcome

Learners can use vocabulary related to health and safety at work.

Lead-in 1A Work in groups. Do this quick quiz to find out how much you know about international safety symbols. Match 1-5 with a-e.

International safety symbols



- | | |
|--|--|
| 1 Square or rectangular red signs indicate | a that certain actions are prohibited. |
| 2 Square or rectangular green signs typically indicate | b that wearing a certain type of protective equipment is obligatory. |
| 3 Circular red signs with a diagonal line indicate | c there is a possible risk and you should be careful. |
| 4 Circular blue signs typically indicate | d where to find firefighting equipment. |
| 5 Triangular yellow signs indicate | e emergency procedures or an emergency location. |

B

Which safety symbols have you noticed in the place where you work or study?



Pearson

LEAD-IN



Which country is represented by these pictures?

LEAD-IN

Activity 1: **Use Pictures**


Activity 2: **Play without Sound**

Activity 3: **Fast Forward**



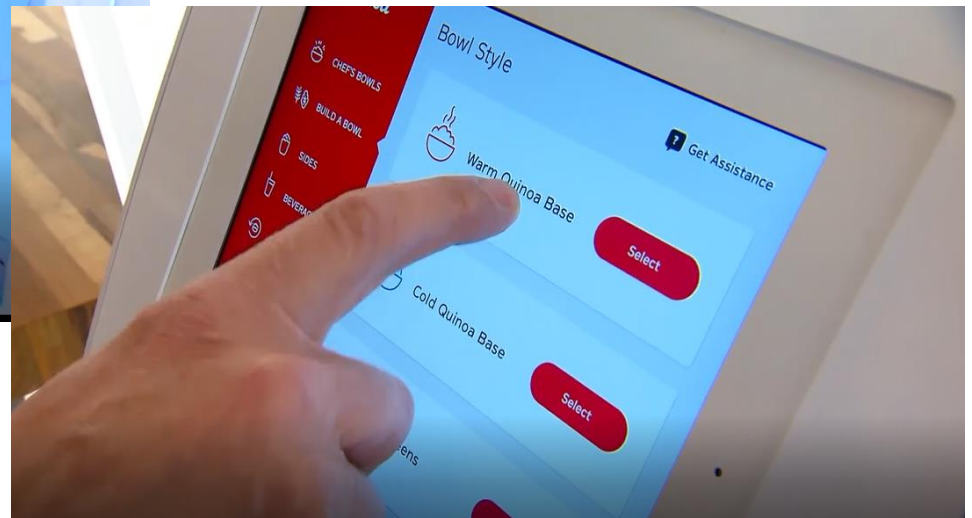
A GIST TASK

2A Look at the photos of Eatsa, a new restaurant in San Francisco. How do you think customers order and receive their food?

B  5.1.1 Watch the video and check your ideas. How is Eatsa different from a traditional restaurant or cafeteria?



Bus_Part_B1_U1L1_5.1.1



A SPECIFIC INFORMATION TASK

3 Watch the video again. Decide if these sentences are *true* (T) or *false* (F).
Correct the incorrect sentences.

- 1 According to Scott Drummond, customers mostly want fast and accurate service.
- 2 Customers choose meals that are already prepared.

4 Number the sentences and phrases in the correct order. Then watch the video again from 00:14 to 00:41 and check your answers.

- a the patience for the old ways of going out and buying food, interacting with
- b We've addressed that by creating a process that's incredibly fast, incredibly precise
- c Technology is allowing us to provide a product at an unprecedented speed,
- d so the time-pressed consumer in the financial district really doesn't have
- e and ultimately gives the customer much more control about what they want for lunch.
- f somebody who might not hear your order correctly.



A SPECIFIC INFORMATION TASK

5A The video mentions several positive and negative things about this type of restaurant. List the ones you can remember and any others you can think of.

| Positive | Negative |
|------------------|------------------------------|
| <i>Fast, ...</i> | <i>No human contact, ...</i> |
| | |



B Would you like to eat at Eatsa? Why / Why not?



Pearson

3. COMMUNICATION AND BUSINESS SKILLS



Can you name some communication or business skills?



Building Rapport

Giving Instructions

Dealing with Interruptions

Closing a deal

Dealing with Disagreement

Networking

Presenting Ideas

Negotiating

Leading Meetings

PREDICTION

Lead-in 1 It is common to classify communication styles as *direct* or *indirect*. A person's communication style may depend on their culture. In pairs, read the text and discuss the questions.

In **direct** cultures, people often focus on facts, and give clear opinions. They want to communicate with honesty and will argue strongly for their ideas, and against the ideas of others.

In **indirect** cultures, the focus is more on feelings. People do not like to argue against other people's ideas, and may say they agree to show respect for the other person. They also try to avoid making things difficult for others.

- 1 Think of one potential advantage and disadvantage of communicating directly, and one potential advantage and disadvantage of communicating indirectly.
- 2 How would you classify the communication style of your own national culture? Do you like this style? Why?

Activity 1: Freeze frame (Play – Pause – Predict)

VIDEOSCRIPT

Activity 2: Contrasting in script

4.3.2 M = Matt K = Kenji J = Jack

M: Kenji, I need to have word.

K: Yes?

M: I'll come directly to the point as we need to find a solution. I've been going over our schedules this morning and the Japan side of this project is running more than three weeks late. It's a major delay, I'm not happy about it.

K: Aha, OK, I understand it is not ideal but I am working very hard to put things right. It's not necessary to worry.

M: I do worry Kenji and, no, it's not simply 'not ideal', it's a serious problem. As I'm sure you've seen since you've been over here, we have a lot of resources dedicated to Japan. If you delay, there's a planning impact here.

K: OK, I understand your concern, but we don't have all the required resources in Japan.

4.3.3 M = Matt K = Kenji J = Jack

M: Morning Kenji, how are you doing? How's the family?

K: Very well, thank you.

M: Listen, Kenji, have you got a few minutes for a quick chat?

K: Certainly.

M: I know that you're very busy, and I hear that things are going very well in some areas, but I think it's good to update on the project. It's a very demanding situation for you and there's a slight delay on your part of the project, right? Just over three weeks.

K: Yes. We are struggling a bit with resources. There are some other projects that management in Japan wants to take priority, it's difficult to balance.

M: I understand. Look, how do we go forward to get back on track. Any ideas?

K: Er ... I think we can manage.



SILENT VIEWING

- Lead-in 1A** Work in pairs and discuss the statements. Which one do you agree with more?
- 1 'In business, it's better to act neutrally and not show your feelings.'
 - 2 'It's better not to hide your feelings when talking about work-related topics.'

Activity 3: Can you spot...?

- *What kind of body language can you notice in the video?*

SILENT VIEWING

Activity 4: Create a script / Dubbing



Activity 5: **Silent Viewing in pairs** (ordering a series of events)

CULTURES AND ACCENTS

B Read the information on how two different cultures approach decision-making.

1 Which culture, A or B, do you feel closer to?

Culture A

It's important to have consensus. This means it's important to act as a group and have a discussion before decisions are made. The process of reaching a result is just as important as the result itself. Deadlines are useful to keep people focused, but they should be seen as flexible and can be moved around as circumstances or objectives change.

Culture B

It's important to be decisive. If the group can't reach a decision, then the person responsible should make one, based on the information available. Achieving results and reaching decisions are more important than the process of getting there. People who respect deadlines show both commitment and competence. Those who don't may be seen as unprofessional or disorganised.

CULTURES AND ACCENTS


- *Which accent do you find difficult to understand?*

Activity 8: Listening without a picture



CULTURES AND ACCENTS

Activity 9: Exposure to accents

- 2**  7.1.1 Watch the video. Write the first names of the speakers and match them with their countries. Some of the countries are not used.

Argentina Australia Brazil Denmark Germany New Zealand Poland
Sweden the Netherlands Ukraine

- 1 Evelyn is from _____.
2 Rodrigo is from _____.

- 3 Marcus is from _____.
4 Hanna is from _____.

CULTURES AND ACCENTS

Personalization: *If people from another country come to work/study in your organisation, what are the most important **cultural differences** they need to be aware of?*



4. RECAP



Preparation

Relevance

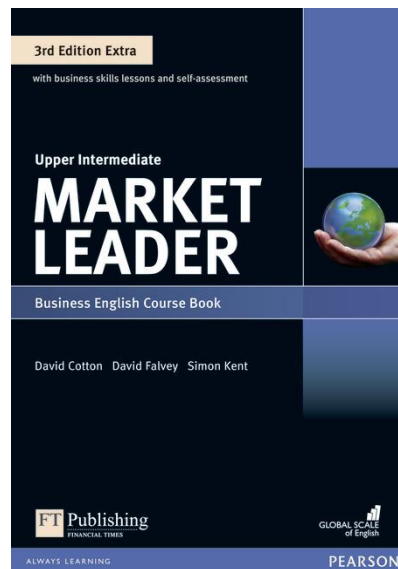
Autonomy

Authenticity

Fun



THANK YOU



Jarmila Tomanová

Tel. +420 731 451 732

jarmila.tomanova@venturesbooks.com