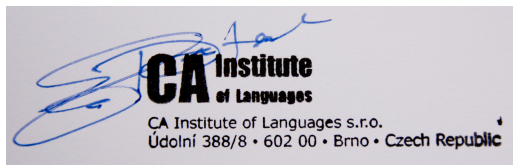


## Business English Upper-intermediate CEFR Level: B2

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Signature and stamp:



## Business English Upper-intermediate

CEFR Level: B2

CEFR start: B2- CEFR end: C1

Syllabus

M-F Open

Course duration: 36  
lessons 90 minutes each

CA Institute of Languages  
E-Mail: info@ca-institute.com

### Overview

CA Institute's Business English courses are designed for today's professionals who are seeking to further expand their understanding of business and culture.

### Goals

To improve the level of students' understanding of a foreign language and to get the students to use the language in an effective manner to improve communication within the business. To reach a C1 level according to the CEFR.

### End of course "CAN DO" statements

- I can talk about first impressions; introduce myself; make a follow up call; arrange to meet a business contact; exchange contact details; talk about my work and my company.
- I can talk about motivation at work; make small talk; exit a conversation politely; use questions to find out information and develop conversation.
- I can talk about managing projects; ask for and give an update in a meeting; make and respond to suggestions; catch up with colleagues; update on current projects.
- I can talk about ideas and innovations; present an idea, product or service; thank someone and respond to thanks; talk about present, past and future ability.
- I can talk about customer service; deal with customers; reassure and sympathize; use direct and indirect questions to deal with customers.

### Materials

Business Result Upper-intermediate Student's Book  
Business Spotlight  
Market Leader  
International Express  
Business Week  
Time Magazine  
The Economist  
BBC News  
CNN

### Other resources

Film, documentaries, TV, projector, internet, dictionaries, special projects

### Milestones

Weekly quizzes  
Mid-term exam  
Final exam  
Certificate upon completion  
Test prep BEC

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- I can talk about ethical business; explain plans and arrangements; invite and recommend; respond to spontaneous invitations; talk about the future.
- I can talk about personality and decision-making; participate in a decision-making meeting; talk about social plans; talk about improving services and facilities.
- I can talk about outsourcing; present factual information; apologize and respond to apologies; talk about a law or regulation in your country.
- I can talk about changing jobs; talk about ways of keeping staff; negotiate solutions; make and respond to quick requests.
- I can talk about setting up a new business; ask about work and life; ask a favor; avoid saying no; talk about activities and results.
- I can talk about communications; explain procedures; use teleconferencing phrases; deal with situations on the phone; talk about obligations at work.
- I can talk about change; present future plans; be negative diplomatically; talk about future activities and developments.
- I can talk about numbers and trends; ask for and explain factual and numerical information; talk about news at work; report what someone has said.
- I can talk about cultural differences; narrate past events; give an explanation; talk about films, TV and books.
- I can talk about staff appraisals; discuss and evaluate performance; make people feel relaxed; talk about hypothetical past events.
- I can talk about taking a career break; present a personal case; talk about taking time off; review your situation at work.

## Special activities

Weekend courses  
Intensives  
Movie night  
Much more...

## Prerequisites

Intermediate understanding of English – B2- according to the Common European Framework of Reference for Languages.

## Requirements

It is necessary to be flexible and prepared. Please complete all assignments beforehand and bring the following to class:

1. Laptop
2. Articles, textbooks, documents and homework

## Topic Outline / Schedule

Important Note: Refer to the course calendar for specific meeting dates and times. Activity and assignment details will be explained in detail within each week's corresponding learning module. If you have any questions, please contact your instructor.



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## ■ Lesson 1

Icebreaker. Go over course material and goals. Introduce yourself and your company. Set up your own imaginary company for the duration of the course. Discussion (First impressions game) – pair work. Introduce new vocab. Reading and discussion. Review.

## ■ Lesson 2

Describe jobs in pairs. Practice new vocab. Writing: Email 1. Grammar: Present simple and present continuous. Watch video on exchanging information.

## ■ Lesson 3

Quick review test and intro to projects. Discussion. Reading and another discussion activity on making business connections. Listening. New vocabulary.

## ■ Lesson 4

Review. How to motivate employees. Watch short video and answer questions. Listening and discussion – small talk. How to exit a conversation.

## ■ Lesson 5

Grammar: Question form review. Game: Solving staffing problems. Discussion and presentation. Reading. Writing: Email 2

## ■ Lesson 6

Scheduling. Video: Meetings. Discussion questions. Thanking and responding. Introduce new vocabulary.

## ■ Lesson 7

Discussion: Catching up with colleagues. Grammar: Present perfect and past simple. Group exercises: Organize a road show. Share with the class.

## ■ Lesson 8

New ideas. Introduce new vocabulary. Writing: Email 3. Watch video on presenting a new idea. Work in groups to come up with a new idea and present it to the class. Quiz.

## ■ Lesson 9

Thanking and responding. Use key phrases from the exercises. Grammar: Present, past and future ability. Game: Investing in a new idea.

## ■ Lesson 10

Review. Writing: Email 4. Case study. Speaking exercise: Dealing with customer service problems.

## ■ Lesson 11

Exchanging information. Getting info. How to start a conversation on the phone. Listening and discussion. Grammar: Direct and indirect questions.

## ■ Lesson 12

Review. Reassuring and sympathizing. Introduction to business ethics. Introduce new vocabulary. Watch video: Ethical businesses. Discussion questions.. Writing: Email 5

## ■ Lesson 13

Explaining plans and arrangements. Inviting and recommending. Responding to spontaneous invitations.

## ■ Lesson 14

Grammar game: Talking about the future. Writing: Email 6. Speaking and listening exercises. Quiz. Promoting an ethical business.

## ■ Lesson 15

Introduce new vocabulary on decision-making. How to participate in a decision-making meeting. Go over reading and discussion questions on talking about social plans.

## ■ Lesson 16

Grammar: Expressing quantity. Watch video on Resolving an Expansion crisis. Follow up questions and discussion in pairs. Review quiz.

## ■ Lesson 17

Introduce new vocabulary on outsourcing. Discussion questions and reading. Watch video on presenting factual information.

## ■ Lesson 18

Mid-term exam

## ■ Lesson 19

Introduce new vocabulary on employees. Discussion on changing jobs and keeping staff. Watch video on Negotiating solutions. Discussion and speaking exercises. Writing: Email 7.

## ■ Lesson 20

How to start a new business. Make a business plan. Introduce new vocabulary and watch video on starting up a new business. Grammar: adverbs and adjectives.

## ■ Lesson 21

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Discussion activity: Asking about work and life. Asking for a favor. How to avoid saying “no”.

## ■ Lesson 22

Grammar: Present perfect simple and continuous. Group activity: Using contacts to help in business. Review quiz. Writing: Email 8

## ■ Lesson 23

Introduce new vocabulary on communications. Vocabulary game. Watch a video on teleconferencing. Discussion and role-play on dealing with situations on the phone.

## ■ Lesson 24

Grammar: Modal verbs – obligation and prohibition. Listening and speaking activities.

## ■ Lesson 25

Review quiz. Group activity: Solving a communication problem. Writing: Email 9.

## ■ Lesson 26

Introduce new vocabulary on change. Watch video on presenting future plans. Discussion exercise on how to be negative diplomatically.

## ■ Lesson 27

Grammar: Future continuous, future perfect and probability. Group activity: Increasing operational efficiency. Writing: Email 10

## ■ Lesson 28

Introduce new vocabulary on numbers and trends. Watch video on numbers and trends and do discussion questions. Practice the new vocabulary. How to ask for and explain factual and numerical information. Review quiz.

## ■ Lesson 29

Discussion activity: Talking about news at work. Grammar: Reported speech. Group activity: Reaching target markets.

## ■ Lesson 30

Writing: Email 11. Introduce new vocabulary on cultural differences. Reading activity on two separate articles relating to differences in culture. Watch video on cultural differences and do discussion activities.

## ■ Lesson 31

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Discussion: Narrating past events and giving explanations. Discussion activity #2: Talking about films, TV and books. Grammar: Narrative tenses – past continuous, past simple, and past perfect. Writing: Email 12

## ■ Lesson 32

Group activity: Investigating an intercultural communication problem. Introduce new vocabulary on performance. How to conduct staff appraisals. Watch video and do discussion questions on appraising staff.

## ■ Lesson 33

Discussing and evaluating performance. How to make people feel relaxed. Grammar: Third and mixed conditionals and perfect modals.

## ■ Lesson 34

Group activity: Overcoming business setbacks. Introduce new vocabulary on career breaks. Discussion activity: Presenting a personal case.

## ■ Lesson 35

Watch video and do discussion questions on taking a career break. Grammar: -ing form and infinitive. Group activity: Applying for a community placement.

## ■ Lesson 36

Final exam and play game covering entire course.

## Notes:

## Useful Links

### BUSINESS AND NEWS

<http://www.businessweek.com>

<http://www.npr.org>

<http://edition.cnn.com/BUSINESS/>

<http://time.com>

<http://www.economist.com>

### GRAMMAR



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<http://www.englishpage.com>

Highly recommended. Wide selection of grammar exercises

<http://web2.uvcs.uvic.ca/elc/studyzone/grammar.htm>

A comprehensive selection of grammar exercises from the University of Victoria, Canada. Check out the home page for some reading exercises, too.

<http://www.usingenglish.com/quizzes/>

A wide range of grammar quizzes at different levels. Includes some vocabulary and phrasal verbs practice.

<http://ww2.college-em.qc.ca/prof/epritchard/trouindx.htm>

ESL Blues offers interactive grammar exercises for elementary and intermediate students as well as explanations of common errors.

<http://www.perfect-english-grammar.com>

Grammar rules and exercises

## LISTENING PRACTICE

<http://www.esl-lab.com>

A selection of everyday conversations / listening quizzes at three levels of difficulty (American English)

<http://www.ello.org/english/About.htm>

English Language Listening Lab online with over 1000 listening activities at different levels. Canadian, US, British, Irish, New Zealand and Australian accents.

<http://legacy.lclark.edu/~krauss/toppicks/listening.html>

Links to various sites where you can practice your listening. From Beginner to Advanced.

<http://www.bbc.co.uk/worldservice/learningenglish/multimedia/btp>

Watch short video extracts on famous places in the UK and answer multiple choice questions. Advanced level.

## PODCASTS

<http://www.businessenglishpod.com/category/business-english/>

Wide range of podcasts.

<http://www.listen-to-english.com>

Two short (3 to 5 minute) podcasts available every week, in clearly spoken English.

<http://www.bbc.co.uk/worldservice/learningenglish/general/sixminute/index.shtml>

„6-Minute English“. Podcasts for learners of English. Excellent resource. Transcripts available.

<http://www.bbc.co.uk/podcasts>

A wide range of BBC podcasts (advanced level).

<http://learnenglish.britishcouncil.org/en/topics>

Podcasts on subjects as varied as peace symbols, pilgrimages and twins. Consult the archive online (click on the topic), or subscribe free of charge to receive a monthly podcast.





# CA Institute of Languages

<http://www.bbc.co.uk/bbcfour/audiointerviews/professions/>

Interviews with famous writers, painters, filmmakers, musicians, scientists, sports personalities, etc. from the BBC archives. Advanced level ; no transcripts.

## TELEPHONING

[http://www.audioenglish.net/p/english\\_for\\_the\\_telephone\\_course.htm](http://www.audioenglish.net/p/english_for_the_telephone_course.htm)

Good simple telephone exercises. British, American and Canadian accents.

<http://www.englishclub.com/speaking/telephone.htm>

List of useful telephone expressions and practice exercises.

<http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/1connecting.shtml>

More very practical advice on telephoning in English.

## SOCIAL ENGLISH

<http://australianetwork.com/livingenglish>

Australian TV series for elementary level students of English. Everyday situations such as expressing thanks, booking into a hotel, introducing people. 42 episodes with full transcript and notes.

<http://www.bbc.co.uk/worldservice/learningenglish/language/howto/>

Listening practice and useful expressions: suggesting, advising, disagreeing, showing interest, etc. Intermediate level.

## VOCABULARY

<http://a4esl.org/q/h/vocabulary.html>

Vocabulary quizzes organized according to topic: clothes/occupations/nationalities, etc. and level (easy/medium/difficult). Has links to grammar, crosswords, etc.

<http://www.bbc.co.uk/worldservice/learningenglish/language/wordsinthenews/index.shtml>

Words in the News: listening and vocabulary development based on BBC news stories.

<http://www.englishpage.com/vocabulary/vocabulary.html>

Vocabulary building, practice tasks and follow-up exercises. Described as advanced but more intermediate level, in fact.

## PHRASAL VERBS

<http://www.usingenglish.com/reference/phrasal-verbs/>

Interesting dictionary where you can look up a phrasal verb by preposition or by verb. Includes quizzes and worksheets.

<http://www.phrasalverbdemon.com>

Phrasal verbs dictionary, examples, practice exercises & listening. Good for lower levels, too.

<http://www.usingenglish.com/reference/phrasal-verbs/quizzes-verbs.html>

Now offering quizzes on 134 phrasal verbs. Answer keys available.



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<http://www.englishdaily626.com/biz-idioms.php?002>

Business idioms

## PRONUNCIATION

Adrian Underhill's blog: <https://adrianpronchart.wordpress.com/2011/01/31/how-to-introduce-the-pron-chart-to-your-class/>

## READING

<http://www.thebigproject.co.uk/news/>

Direct access to a very wide range of UK, US and other online newspapers in English.

<http://web2.uvcs.uvic.ca/elc/studyzone/index.htm>

Reading texts and exercises from Upper Beginner to Advanced levels. Very easy to navigate.

<http://www.esl-lounge.com/student/reading.php>

Scroll down to the blue box where you will find four levels of reading exercises.

<http://www.breakingnewsenglish.com/>

Thousands of articles with useful comprehension and vocabulary exercises.

[http://www.eyercize.com/practice/paste\\_read](http://www.eyercize.com/practice/paste_read)

Speed reading techniques. Paste your own text in or have one selected for you.

<http://www.unepd.info/index.html>

An online study course from the UN that aims to help users improve their English language skills while extending their knowledge of the history and workings of the UN.

## WRITING

[http://www.unejn.org/documents/LME/eWorkbook\\_Units/eWorkbook.htm](http://www.unejn.org/documents/LME/eWorkbook_Units/eWorkbook.htm)

United Nations English Language program (New York): online materials for practicing letters, memos & e-mails.

<http://www.plainenglish.co.uk>

A simple, practical guide to the principles of plain English. Check out the Free Guides.

<https://owl.english.purdue.edu/owl/resource/678/01/>

Writing guide

## MISCELLANEOUS

<http://www.bbc.co.uk/worldservice/learningenglish>

BBC gateway site with news, grammar, vocabulary, quizzes, pronunciation. Highly recommended.

<http://www.britishcouncil.org/learnenglish.htm>

British Council gateway site with themes, stories, tests, games, etc. for adults and children



## Mandatory Reading

DUCKWORTH M., TURNER R., (2013), *Business Result Upper-intermediate Student's Book*, Oxford University Press.

## Recommended Reading

COTTON, D., FALVEY, D., SIMON K., (2006), *Market Leader Upper-intermediate Course Book 3<sup>rd</sup> Edition*, Pearson Longman.

COTTON, D., FALVEY, D., SIMON K., (2006), *Market Leader Upper-intermediate Practice File 3<sup>rd</sup> Edition*, Pearson Longman.

HARDING K., WALLWORK A., (2011), *International Express Student's Book Upper-intermediate*, Oxford University Press.

WALLWORK A., (2011), *International Express Workbook Upper-intermediate*, Oxford University Press.

PILE L., (2004), *E-mailing*, Delta Publishing.

COMFORT J., (2010) *Effective Telephoning*, Oxford University Press

LAWS A., (2009), *Presentations*, Summertown Publishing

*Business Spotlight*, all issues