



Course itinerary

Module 1

The Business English Arena

- 1 What is Business English?
- 2 The Business English Learner
- 3 Business English Teaching Contexts and Opportunities
- 4 Teaching Business English - Aim and Content

Module 2

Assessing Needs

- 1 Background
- 2 Training Needs Analysis: In General
- 3 The TNA Process in Detail

Module 3

Planning, Designing and Delivering your Business English Course

- 1 Remember Your Audience - the learners - at all times
- 2 The 7 Critical Steps

Module 4

Teaching Business English Speaking Skills

- 1 Critical Reminders
- 2 Building Rapport and Solid Relationships
- 3 Small Talk at Work
- 4 Socialising
- 5 Offering and Declining Offers of Help, and Making Requests
- 6 Dealing with Visitors and Introductions
- 7 Describing Products
- 8 Speaking on the Telephone
- 9 Meetings

Module 5



Teaching Business English Writing Skills

- 1 Writing Skills – Key Considerations
- 2 Business Letters
- 3 Emails
- 4 Testing
- 5 Reports

Module 6

Teaching Business English Online

- 1 Teaching Business English online with Skype
- 2 Setting up Your own Business