English for Workplace Communication
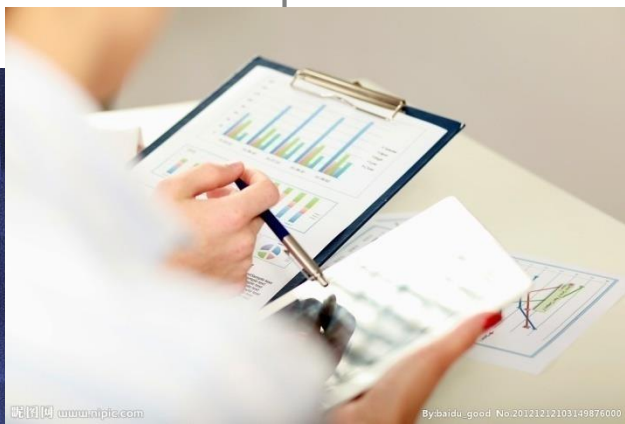
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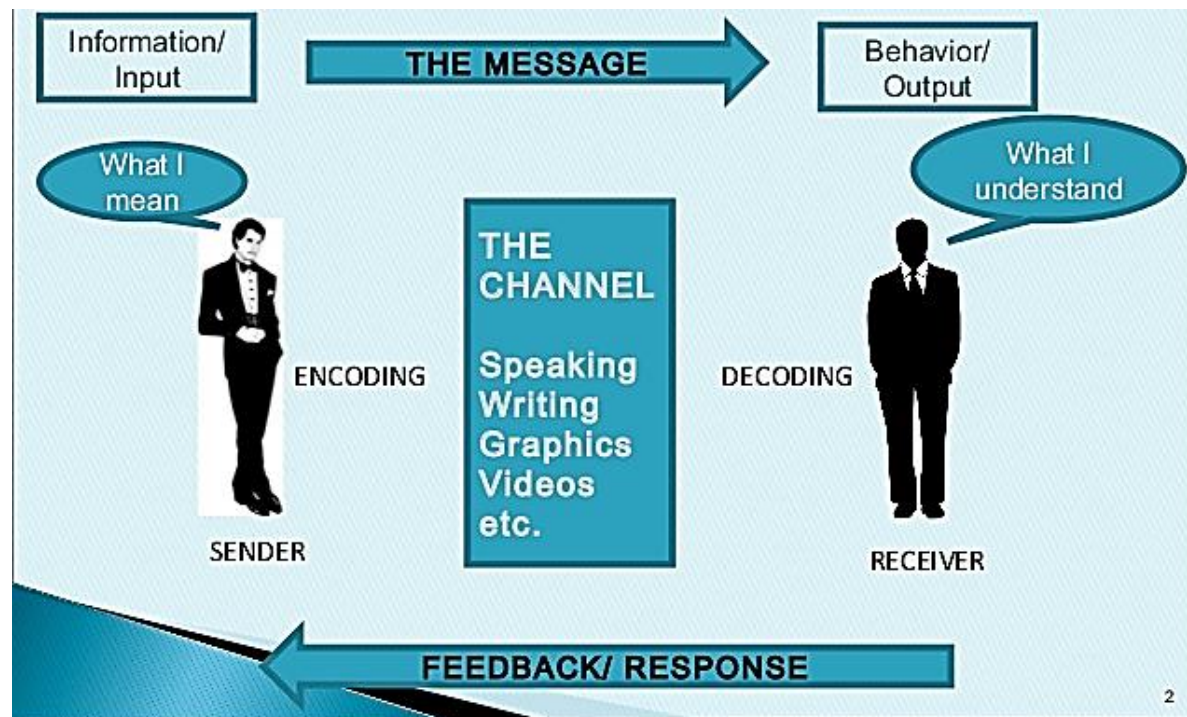
Workplace communication

  the process of exchanging information and ideas, both verbal and non-verbal, within an organization

Types of workplace communication

Channels
- **Written**: letter, memo, notices, manuals
- **Face-to-face**: meetings, presentations
- **Electronic**: email, intranet, internet, social media platforms
- **Mobile**: telephone calls,   text messages
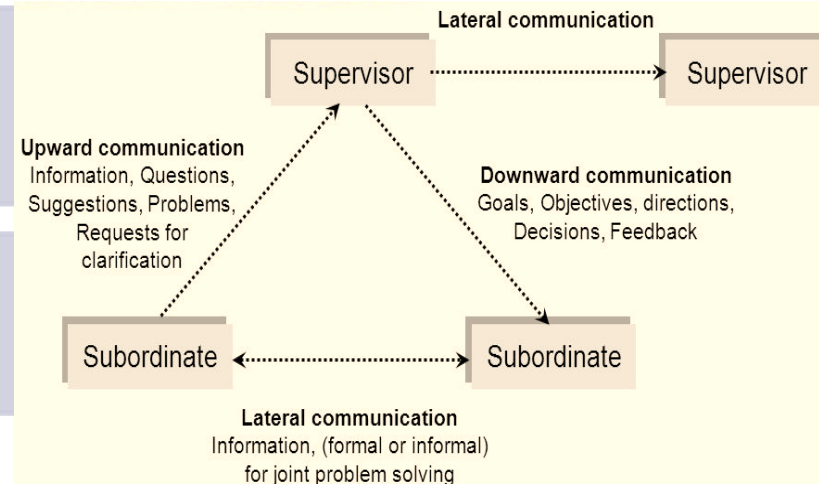
Audiences
- **Internal communication**:   from colleagues and supervisors
- **External communication**: from customers, vendors, distributors, competitors, partners, investors, etc.

Directions
- Upward communication
- Downward communication
- Lateral communication
- Diagonal communication

Styles
- Formal communication
- Informal communication

Lateral communication

Supervisor - - - - - - - -> Supervisor

Upward communication
Information, Questions, Suggestions, Problems, Requests for clarification

Downward communication
Goals, Objectives, directions, Decisions, Feedback

Subordinate <- - - - - -> Subordinate

Lateral communication
Information, (formal or informal) for joint problem solving

Course overview

Preparing for today's dynamic workplace

- Communicating globally and within a culturally diverse workforce

- Communicating in the age of information

- Communicating in team-based organization

Course overview

Preparing for today's dynamic workplace

•Communicating globally and within a culturally diverse workforce

Cases of communication breakdown:
- When reporting to your foreign boss, you avoid making direct eye contact and lower your head from time to time.
- You addresses your Australian supervisor by using his job title, "Manager Lee".
- You chat with a sick coworker and tell him to put on more clothes, drink water and see a doctor.
- During the negotiation with a British company, the foreign representative comments on your proposal and says "Oh, that's quite creative." However, he appears uninterested afterwards.

Develop intercultural sensitivity and competence

High level of cultural flexibility Low level of ethnocentrism

Course overview

Preparing for today's dynamic workplace

- Communicating in the age of information

Poor communication

Dear all:

Please be advised that we will be holding our regular monthly meeting at which your attendance as a member of the team is requested. The meeting will be held at 4:00 p.m. on Thursday, March 12, in the small conference room. The agenda of the meeting is to discuss work completed, upcoming milestones, project risks, and open issues. We have noticed that not all members of the department have been attending such meetings due to the pressure of work; thus, we are sending this notice to remind you of the meeting so that you can rearrange your schedule in advance. In line with this, concerned staff members are requested to give an update on our current projects prior to the meeting.   If you are unable to attend this meeting for any reason, it will be appreciated if you notify Mary at extension 5555 by noon the day of the meeting.

Stephen King

Good communication

Dear all,

We will hold our monthly planning meeting at 4:00 p.m. on Thursday, March 12, in the small conference room. Each of us should be prepared to give an update on our current projects. We plan to discuss:

* work completed
* upcoming milestones
* project risks
* open issues

If you are unable to attend this meeting for any reason, please call Mary at extension 5555 by noon the day of the meeting.
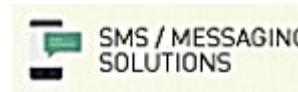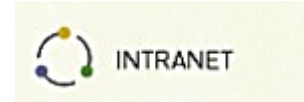
Stephen King

Adopt an audience-centered approach

Keep the message clear, concise and easy to understand

Course overview

Preparing for today's dynamic workplace

- Communicating in team-based organization

EMAIL	INTRANET
MOBILE APP	SOCIAL MEDIA
SMS / MESSAGING SOLUTIONS	SOCIAL COLLABORATION TOOL

Bulletin Boards

Good listener
Good communicator
(two-way feedback)

Use the right media to share info

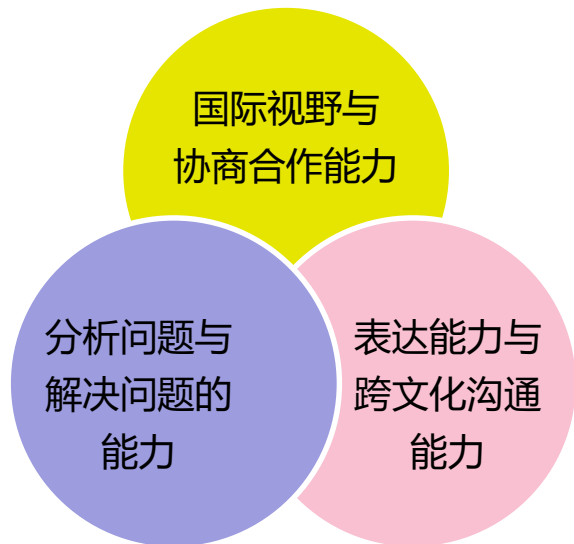# Course objective

student /learner academic setting

professional or business work setting

Course objective

• **Internationalized talent in the workplace**

国际视野与
协商合作能力

分析问题与
解决问题的
能力

表达能力与
跨文化沟通
能力

High-quality Multi-Skill Internationalized talents
- Foreign language competency
- Intercultural communication competency
- Communication skills /interpersonal skills
- Collaboration /team spirit
- Professional knowledge
- Creativity, Critical Thinking & Problem- Solving skills
- Global thinking
- Leadership

• **The most-needed skills**
– Technical writing
– Public speaking
– Working with individuals/groups
– Talking with people
The American Society for Engineering Education

Objectives:

- This ESP course is designed for learners who are interested in developing communication skills for employability and successful functioning in the international workplace.

- The course helps learners improve their English language skills in the business contexts, intercultural communication skills and work-related skills.

- By the end of this course, you will understand the principles for workplace communication and communicate effectively and confidently in the world's business language.

Course contents

Part I. Preparing for a career 职场准备

- 1. Career planning
- 2. Résumé & cover letter
- 3. Job interview

Part II. Starting a career 初入职场

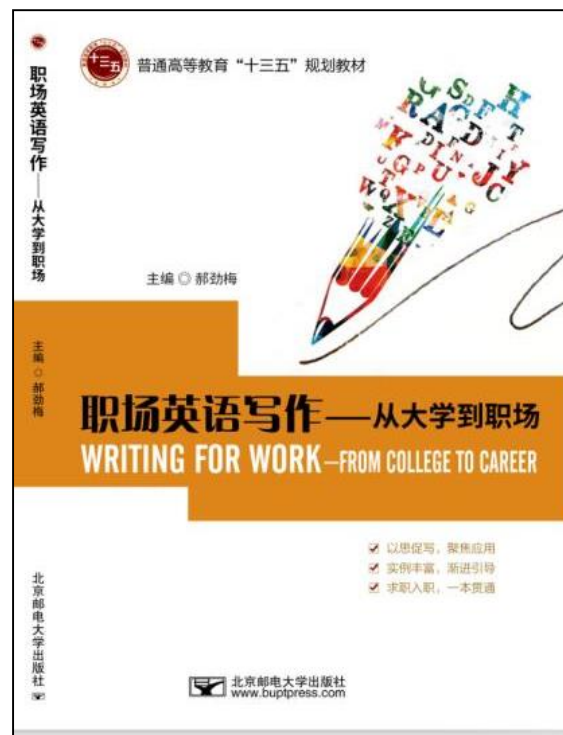- 4. Socializing
- 5. Telephoning
- 6. Workplace writing

Part III. Advancing in a career 职场进阶

- 7. Meetings & Presentations
- 8. Intercultural communication

- **Textbooks**
《新视野商务英语综合教程》马龙海 王毅，外语教学与研究出版社，2013
《职场英语写作》郝劲梅　北京邮电大学出版社， 2019

- **Course webpage and M-learning platform**
- Lecture notes, supplementary readings, listening materials and videos are distributed on the course webpage 爱课堂 and 对分易

Course outline

周次	主题
3 **4**	课程介绍 **Unit 1** 职业规划
5 **6**	**Unit 2** 简历、求职信
7 **8**	**Unit 3** 职场面试
9 **10**	**Unit 4**公司（公司概况、组织结构、文化）
11 **12**	**Unit 5** 职场社交 （寒暄、接待访客） **Unit 6**电话沟通 （电话、留言记录）
13 **14**	**Unit 7**商务信函
15 **16**	**Unit 8**职场会议（主持、讨论、会议记录）
17 **18**	**Unit 9**商务报告和演示 总结答疑
19	期末考试

Methods

Output-driven teaching approach
- Design **real-world output tasks** (speaking & writing) to create hands-on, real world experience based on input material learning.

Project-based learning, competency-based learning by experiencing, doing, and demonstrating newly acquired knowledge or skills in workplace contexts.

Online learning/mobile learning

iClass 爱课堂　　对分易

Class Activities

1
- **As a job seeker** 求职调查，找招聘广告，写简历，自由分组模拟面试
- Do job search research (job ad, company, yourself)
- Write a resume according to the job ad
- Find team members and mock job interview

2
- **As an employee** 成立并加入公司（12人/公司），确定职位身份，完成相应的口语任务
- Join a company, choose a department and establish your professional identity
- Practice communicating within an organization by performing a series of tasks
- Socializing, office conversations, telephoning, receiving visitors

3
- **As an executive or experienced employee** 根据2的口语任务，写相关的职场文书，模拟主持与参与会议
- Practice writing workplace documents
- Practice chairing and participating in a meeting

Grading

- The final grade will be determined using the following weights:

- **Attendance and participation   10 points**
- **Individual written assignments   30 points**
- **Team work   20 points**
- **Exam   40 points**
  Total   100 points

Additional points for active and excellent performance in class activities   Max 5 points

Assignments

- **Written assignments**
- resume, answers to interview questions, business correspondence

- **Group work** 每组从以下项目中任选一项完成，可现场表演或提交视频
  - Job interview

    模拟公司招聘面试，分角色扮演求职者和面试官。可以采用不同的人数组合（一对一、一对多、多对一，群面等）

  - First day at work + Socializing

    模拟初入职场、寒暄社交, 请求赞美等

  - Telephoning + receiving visitors

    模拟与客户或合作伙伴电话联系，确定见面时间地点，在公司或机场接待访客

  - Telephoning + Business meeting /presentation

    公司就招聘、销售、项目、战略发展、年终活动等问题召开会议，电话通知参会人员或沟通会前安排
  - Company presentation
    模拟向公司领导、股东、客户或同事做报告陈述，介绍产品、业绩、工作计划、研究成果等

Course requirements

- **Attendance:**
- Students are expected to attend all class sessions as listed on the course calendar.
- **Participation:**
- Voluntary class participation and active learning is expected. (e.g. volunteering your questions or answers, establishing strong peer relationship in group work, taking on leadership roles).
- **Assignments**
- All assignments must be submitted by the given deadline. Extensions will not be given beyond the next assignment except under extreme circumstances.
- There will be no make-up assignments, or late work accepted without a serious and compelling reason and instructor approval.
- **Academic Integrity**
- Students are expected to follow the rules of academic honesty in this class. Avoid plagiarism during assignment writing.