



1. ENGLISH FOR PROFESSIONAL INTERACTION

C.I.F.P A CARBALLEIRA

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Habilidades en lengua extranjera

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1.English for professional interaction

Objetives:

1. Understand company hierarchy and job titles
2. Learn and describe different company departments and their functions.
3. Recognize and explain job responsibilities.
4. Practice introductions and professional interaction.
5. Develop reading, listening, speaking, and writing skills in a business context.

1.2 Vocabulary



USEFUL VOCABULARY

CEO (Chief Executive Officer) – Director general

Department – Departamento

Hierarchy – Jerarquía

HR (Human Resources) – Recursos humanos

Finance – Finanzas

Sales – Ventas

Marketing – Marketing

IT (Information Technology) – Tecnología de la información

Manager – Gerente

Assistant – Asistente

Technician – Técnico

Intern – Becario/a

Teamwork – Trabajo en equipo

Recruitment – Reclutamiento

Training – Formación

Responsibilities – Responsabilidades

Well-being – Bienestar

[Cite el origen aquí.]

1.3 Activities for unit 1

Text

In modern companies, structure and hierarchy play an important role in ensuring that the organization runs smoothly. At the very top of the hierarchy, we usually find the CEO (Chief Executive Officer). The CEO is responsible for setting the company's vision, strategy, and long-term goals. Directly below the CEO, there are different directors or senior managers, such as the HR Director, Sales Director, or Finance Director. Each of these professionals manages a department and ensures that their teams contribute to the company's success.

The HR department is in charge of recruitment, training, and employee well-being. Without HR, the company cannot attract or retain talent. The IT department manages technology, fixes technical issues, and ensures that systems and data are secure. The Sales department generates revenue by contacting clients and closing deals, while the Marketing department creates advertising campaigns to promote the company's products and services. Finance is essential for managing money, paying salaries, and analyzing costs and profits.

Within each department, there are managers, assistants, technicians, and sometimes interns. Managers coordinate work and make decisions, while assistants and technicians carry out daily tasks. Interns often support the team and gain experience. Although the hierarchy may look strict, effective companies encourage teamwork and communication across departments. In this way, every employee, from the CEO to the intern, plays an important role in achieving the organization's goals.

Tasks:

1. Who is responsible for setting the company's strategy?

The person responsible for setting the company's strategy is the CEO

2. What are the main responsibilities of the HR department?

The HR director is the responsible of de hr department

3. Why is the Finance department important?

Because the finance department they are ones who managing money paying salaries and analysing costs and profits of the company

4. What role do interns play in a company?

The role interns support team in the department and gain experience.

5. How do effective companies encourage collaboration?

To make the company effective is to know the rules and hierarchy of each employer and directors, promote teamwork in the departments company for meet goals.

Listening : Watch the following video and write down all the different job positions mentioned in the video.

Every level department in a company explained in 9 minutes

Answers

Human resources

Customer service

Her objectives is satisfied and resolving any problems the may

Marketing department

The functions marketing department involves to promote said business and the capacity of offer to public and future customers new services and products

Sale department

the sales department allow facilitate and secure sales and maximize revenue, manage , pay salaries of the employees

Finance

Is the pillar of any business, the chief finance officer is the headed of the finance department, his tasks of this department is finance planning reporting controls and strategy of company

IT department

Operations department

Research and development

Logistics

Legal & corporate

Public relations

Quality management

Quality management

Quality planning

Quality assurance

Quality control

Quality control

Quality improvement

Listening 2:

How is the hierarchy of a company? What hierarchical position would you be working at? Draw the hierarchical scheme on your notebook.

https://youtu.be/LCAAivdxVTU?si=TEa0pBXI_EE-i9_a

(insert video)

1.4 Activities for document pdf

Complete the following chart with all the information required

[Document]

Activity document – reading

Glossary and exercise – [Document]

Reading – [Document]

2. Phone conversation and online communication: advantages and disadvantages.

Objectives

- Learn common expressions for professional phone conversations
- Understand online communication tools and etiquette
- Compare advantages and disadvantages of phone vs online communication.
- Practice listening, speaking, reading, and writing in workspace contexts

2.1 Vocabulary:

Phone call – Llamada telefónica

Urgent – Urgente

Tone of voice – Tono de voz

Disruptive – Molesto, disruptivo

Written record – Registro escrito

Email – Correo electrónico

Instant message – Mensaje instantáneo

Video conference – Videoconferencia

Stable internet connection – Conexión estable a internet

Misunderstanding – Malentendido

Arrange a meeting – Concertar una reunión

Confirmation – Confirmación

Available – Disponible

Activities for part 2

Activity 1:

Text:

In today's workplace, communication happens in many different ways. Two of the most common methods are phone conversations and online platforms such as email, chat, and video conferencing tools. Each method has its own strengths and weaknesses.

Phone conversations allow for immediate interaction. When employees need to solve urgent problems, a phone call can be the fastest solution. Tone of voice also helps to show emotions and clarify meaning. However, phone calls can be disruptive if the other person is busy, and there is no written record of the conversation unless notes are taken.

Online communication offers flexibility. Emails and instant messages can be read and answered at any time, which makes them ideal for non-urgent matters. Tools such as Zoom, Microsoft Teams, or Google Meet allow people from different locations to meet face-to-face virtually. On the downside, written communication can sometimes cause misunderstandings, and online meetings depend on stable internet connections.

In reality, most companies use a combination of both. Phone calls are useful for quick decisions, while online tools help with documentation and teamwork across different time zones. Choosing the right tool depends on the situation, the urgency, and the type of message being communicated.

Task:

1. Why are phone calls useful in urgent situations?
2. What is one disadvantage of phone calls?
3. Why is online communication flexible?
4. Mention one disadvantage of online meetings.
5. Why do companies often combine both methods?

Activity 2:

Listening and writing: Watch the video and complete the task

Video: Attending a Meeting in English: Useful phrases for meeting – Business English

Click on the video



Task 1: Write down 3 useful expressions from each video

here write the response

Activity 3

Text:

Intercultural communication is an essential skill in today's global workplace. Companies often have employees from different cultural and linguistic backgrounds, which can lead to both opportunities and challenges. Effective intercultural communication requires respect, active listening, and an awareness of cultural differences.

One key aspect is understanding when to use formal or informal language. In many English-speaking workplaces, formal language is used when writing to clients, managers, or people you don't know well. Phrases such as 'Dear Mr. Smith,' and 'Yours sincerely' are considered appropriate in formal contexts. On the other hand, informal communication is common between colleagues or friends at work, using greetings like 'Hi John' or closing with 'Best' or 'Cheers.'

Email is the most common written communication tool in business. A professional email should always be clear, polite, and concise. A typical structure includes: greeting, purpose of the email, details or explanation, and a polite closing. Using inappropriate register can cause misunderstandings or even offend the recipient.

Developing intercultural competence means adapting your communication style depending on the person, the situation, and the cultural context. By doing so, professionals build stronger relationships and avoid unnecessary conflicts.

Tasks:

1. Why is intercultural communication important in today's workplace?
2. When should formal language be used?
3. Give one example of a formal greeting and one example of an informal greeting.
4. What are the four parts of a professional email?
5. How does intercultural competence help professionals?

Task 2: Write an email (60–80 words) to a colleague to confirm the details of a meeting you agreed on the phone. Include: date, time, and purpose of the meeting.

How to talk on the phone in English

Click on the video



Task 3: Record a short phone conversation simulating both roles arranging a meeting.

Model dialogue:

A: Good morning, this is Sarah from Bright Solutions. May I speak to Mr. Clark?

B: Speaking. How can I help you?

A: I'd like to arrange a meeting to discuss the new project. Are you available on Tuesday at 10 am?

B: Let me check... Yes, Tuesday at 10 works fine.

A: Great, I'll send you a confirmation email. Thank you.

B: Perfect, thank you. Have a nice day.

Task 4: Now create your own phone conversation and practise as many times as you want

3. Problems solving and conflict resolution

Objectives

- Learn strategies for problem-solving and conflict resolution in the workplace.
- Understand the main stages of the recruiting and hiring process.
- Explore language and expressions used in HR contexts.
- Practice role plays for HR-related conversations.
- Develop skills in reading, listening, speaking, and writing in HR scenarios.

Useful Vocabulary

Intercultural communication – Comunicación intercultural

Formal register – Registro formal

Informal register – Registro informal

Greeting – Saludo

Closing – Despedida

Concise – Conciso

Polite – Cortés

Recipient – Destinatario

Misunderstanding – Malentendido

Conflict – Conflicto

Adapt – Adaptar

Client – Cliente

Colleague – Compañero de trabajo

Activity 1:Text:

Human Resources (HR) plays a key role in managing conflicts and supporting employees. Conflicts at work can arise from misunderstandings, cultural differences, or competition between colleagues. Successful companies encourage open communication to solve problems quickly and fairly.

One common HR responsibility is recruitment. The process usually starts with a job advertisement, followed by receiving applications and selecting candidates for interviews. During interviews, recruiters evaluate candidates' skills, experience, and motivation. After careful selection, the company offers a contract to the best candidate.

Hiring new employees is an opportunity for growth, but HR also deals with more difficult tasks, such as firing. Dismissing an employee must always be done professionally, respecting legal regulations and maintaining dignity. Usually, HR explains the reasons for termination, discusses notice periods, and provides guidance for the transition.

In all these processes, clear communication and empathy are essential. HR professionals must be firm but fair, ensuring that both the company and the employees are treated with respect.

Task:

1. What are some common causes of workplace conflicts?
2. What are the main steps in the recruitment process?
3. What factors are considered during interviews?
4. How should dismissal be managed?
5. Why are empathy and clear communication important in HR?

Activity 2:

Listen and answer the following questions

link: <https://www.bbc.co.uk/learningenglish/features/office-english/240311>

Task:

What are some polite ways to disagree with a colleague at work, according to Pippa and Phil?

How does Pippa explain the British approach to conflict in the workplace?

What is "impostor syndrome," and how might it affect someone at work?

When is it appropriate to complain about a colleague's behavior at work?

Why is it important to consider the work culture before expressing a disagreement?

Watch the video and answer the questions

Activity 3:

Task 2: Read the text below and answer the questions

Communicating a dismissal is one of the most difficult responsibilities for managers. It affects not only the employee but also the whole team and the company's reputation. A dismissal must always be done in a professional and respectful way to reduce negative feelings.

Good practice includes speaking to the employee in private, explaining the decision clearly, and avoiding unnecessary details about personal performance. The manager should thank the employee for their contribution and recognize their positive achievements. This helps the employee feel respected, even in a difficult situation.

It is also important to explain the next steps. For example, managers should provide information about the last working day, financial compensation, or support such as references and career advice. Some companies even offer outplacement services to help employees find a new job.

Finally, managers should be aware of cultural differences. In some countries, dismissals are very formal and include legal procedures, while in others the process is more flexible. In all cases, honesty, empathy, and clarity are essential to protect the dignity of the employee and the company's professional image.

Questions:

1. Why is communicating a dismissal difficult?
2. What are three good practices for dismissals?
3. Why should managers avoid negative language?
4. What information should be provided to the employee?
5. What services can some companies offer to help dismissed employees?

Task 3:

1. We regret to inform you...
 - a) We are sorry to tell you...
2. Your employment will be terminated...
 - b) You will stop working here.
3. Thank you for your contribution...
 - c) We appreciate your work.
4. Please contact HR for further details...
 - d) Ask HR for more information.

Discussion. HR management: Downsizing the company. Decide what three employees you would Dismiss and why

[Document]

4. Team work and meeting

Warm-up:

What are the advantages of working in a team

What are the disadvantages?

Do you prefer working alone or in a group? Why?

Activities 1:

Text:

Teamwork is one of the most important aspects of professional life. A successful team is built on trust, communication, and collaboration. Teams are often diverse, with members from different backgrounds and areas of expertise. This diversity can make the group stronger, but it also requires good coordination.

Meetings are essential for teamwork, as they allow members to share ideas, update progress, and solve problems together. A well-organized meeting should have a clear agenda, a moderator to guide the discussion, and time limits for each topic. Taking notes, also known as writing minutes, is important to remember decisions and action points.

In today's digital world, many meetings take place online using platforms such as Zoom, Microsoft Teams, Google Meet, or Webex. These tools allow teams to collaborate from different locations, saving time and costs. However, online meetings can also be challenging: technical problems, distractions, or lack of participation may occur.

To succeed in teamwork, professionals must learn how to communicate respectfully, share responsibilities, and use digital platforms effectively. Good teamwork not only improves productivity but also creates a positive working environment.

Task 1:

1. What are the key elements of a successful team?
2. What are three characteristics of a well-organized meeting?
3. Why are online platforms useful for teamwork?
4. What are some challenges of online meetings?
5. How does teamwork contribute to a positive workplace?

Task 2: Match the teamwork-related words with their meaning

- | | |
|---|--------------------------|
| 1. Deadline finish a task | A) The final date to |
| 2. Compromise everyone gives up something | B) An agreement where |
| 3. Trust is reliable | C) Belief that someone |
| 4. Responsibility important | D) Duty to do somethings |

Activities 3:

Presentation: make a presentation about the following topic. Record yourself and watch the video to see your strengths and weaknesses.

What online communication platform would you rather use to make a videoconference at work?

Surf the internet to find as many online communication platforms as possible. Now, choose one and compare it with the rest of platforms according to their characteristics. Make an advantages-and-disadvantages list.