

# UD1 – English for Professional Interaction

---

## **Extended Glossary**

Glossary of key terms from Blocks 1–5 with definitions and examples, adapted for Vocational Training students (B1 level).

## Block 1 – Introduction to the Workplace

Term	Definition	Example
Hierarchy	The levels of authority in a company.	The company hierarchy shows who reports to whom.
CEO	The highest manager in a company.	The CEO makes the final decisions.
Manager	A person who controls a department.	The sales manager leads the sales team.
Supervisor	A person who directs employees' work.	My supervisor checks my progress every week.
Colleague	A person you work with.	I have lunch with my colleagues.
Department	A section of a company.	She works in the HR department.
Intern	A student or trainee in a company.	The intern helps with reports.
Employee	A person who works for a company.	The company has 200 employees.
Promotion	A move to a higher position.	She got a promotion to team leader.
Contract	A legal work agreement.	The contract lasts for one year.
Shift	A period of work time.	He works the night shift.
Workload	The amount of work to do.	Her workload is very heavy this week.
Job description	A list of tasks for a job.	The job description includes customer service.
Performance	How well someone works.	The manager reviewed his performance.
Training	Learning new skills for a job.	Employees receive training every month.

## Block 2 – Phone Conversations & Online Communication

Term	Definition	Example
Extension	An internal phone number in a company.	Dial extension 123 to reach HR.
Voicemail	A recorded phone message.	Please leave a voicemail after the beep.
Put on hold	To wait during a call.	The operator put me on hold.
Operator	A person who connects calls.	Ask the operator for help.
Connection	The quality of sound or video.	The connection is very bad today.
Conference call	A call with more than two people.	We had a conference call with London and Madrid.
Mute	Turn off your microphone.	Please mute when you are not speaking.
Chat	Text messages during a meeting.	Write your question in the chat.
Screen sharing	Showing your computer screen.	He used screen sharing to show the slides.
Lag	A delay in sound or video.	There was lag during the meeting.
Breakout room	A small group in an online meeting.	Students discussed in breakout rooms.
Schedule	To plan a meeting at a time.	Let's schedule the call for 3 p.m.
Etiquette	Polite behavior online.	Good etiquette is to mute when not talking.

### Block 3 – Intercultural Communication

Term	Definition	Example
Culture	Ideas and traditions of a group.	Every culture has different customs.
Custom	A traditional way of doing something.	It's a custom to shake hands.
Etiquette	Rules of polite behavior.	Business etiquette is important.
Formal register	Polite, professional language.	Use formal register in job interviews.
Informal register	Friendly, casual language.	We use informal register with friends.
Politeness	Respectful language and actions.	Politeness is important in meetings.
Misunderstanding	When people do not understand correctly.	There was a misunderstanding about the time.
Clarify	To explain more clearly.	Let me clarify the instructions.
Body language	Gestures and facial expressions.	Her body language showed confidence.
Stereotype	A general idea about a group.	It's a stereotype that Germans are always punctual.
Diversity	Variety of cultures or people.	Our company values diversity.
Adaptation	Changing to fit a new situation.	Adaptation is necessary in a new job.

## Block 4 – Problem-solving & Conflict Resolution

Term	Definition	Example
Recruitment	Process of finding new employees.	Recruitment takes place every summer.
Hiring	Employing someone for a job.	The company is hiring new staff.
Vacancy	An open job position.	There is a vacancy for an IT technician.
Applicant	A person who applies for a job.	There were 30 applicants for the role.
CV/Resume	A document with experience and skills.	She sent her CV to the company.
Interview	A formal meeting for a job.	The interview lasted 30 minutes.
Dismissal	Ending someone's employment.	He faced dismissal after repeated mistakes.
Termination	Formal word for dismissal.	The contract ended with termination.
Conflict	A disagreement.	There was a conflict about deadlines.
Mediation	Neutral help to solve a conflict.	Mediation helped resolve the dispute.
Negotiation	Discussion to reach agreement.	The negotiation lasted all afternoon.
Compromise	An agreement where both give up something.	They made a compromise about the schedule.
Grievance	A complaint by an employee.	He filed a grievance to HR.
Disciplinary action	Punishment for breaking rules.	Late arrivals may cause disciplinary action.

## Block 5 – Teamwork & Meetings

Term	Definition	Example
Teamwork	Working together as a group.	Good teamwork makes tasks easier.
Coordination	Organizing people's tasks.	The manager ensures coordination.
Collaboration	Working together on tasks.	We collaborated on the project.
Task distribution	Dividing work among people.	Task distribution helps efficiency.
Deadline	Final date for a task.	The deadline is next Monday.
Agenda	List of topics for a meeting.	The agenda includes three points.
Minutes	Written notes of a meeting.	She wrote the minutes of the meeting.
Chairperson	The person who leads a meeting.	The chairperson opened the meeting.
Brainstorming	Activity to generate ideas.	We had a brainstorming session.
Consensus	General agreement.	The team reached a consensus.
Timekeeper	The person who controls time.	The timekeeper stopped the discussion at 3 p.m.
Facilitator	Person who helps discussion flow.	The facilitator asked clear questions.
Decision-making	Process of choosing an option.	Decision-making was fast.
Follow-up	Action after a meeting.	The follow-up was to send a report.
Leadership	Ability to guide others.	Good leadership motivates employees.