

# UD1 – English for Professional Interaction

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## **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.            |