



Module 1: Face-to-Face Communication

Module 2: Meet and Talk Online

Module 3: Powerful Phone Talk

Module 4: Keys to a Strong Interview

Module 5: Professional Presentations

in a short, professional presentation.

Hello!

How are
you?

Nice to
meet you.

It's just short conversations
about every day topics, but



**Short
Conversations**

**Important
Conversations**

**those short conversations can lead
to longer and more important ones.**

In your language...

What kind of greetings do you use?

What do you talk about?

While every conversation is different,

In your language...

What kind of greetings do you use?

- Opening lines
- Introductions

What do you talk about?

- General topics

Hello! I'm Jody.
What's your name?



Hello, I'm Jody.

Nice to meet you, Ben.

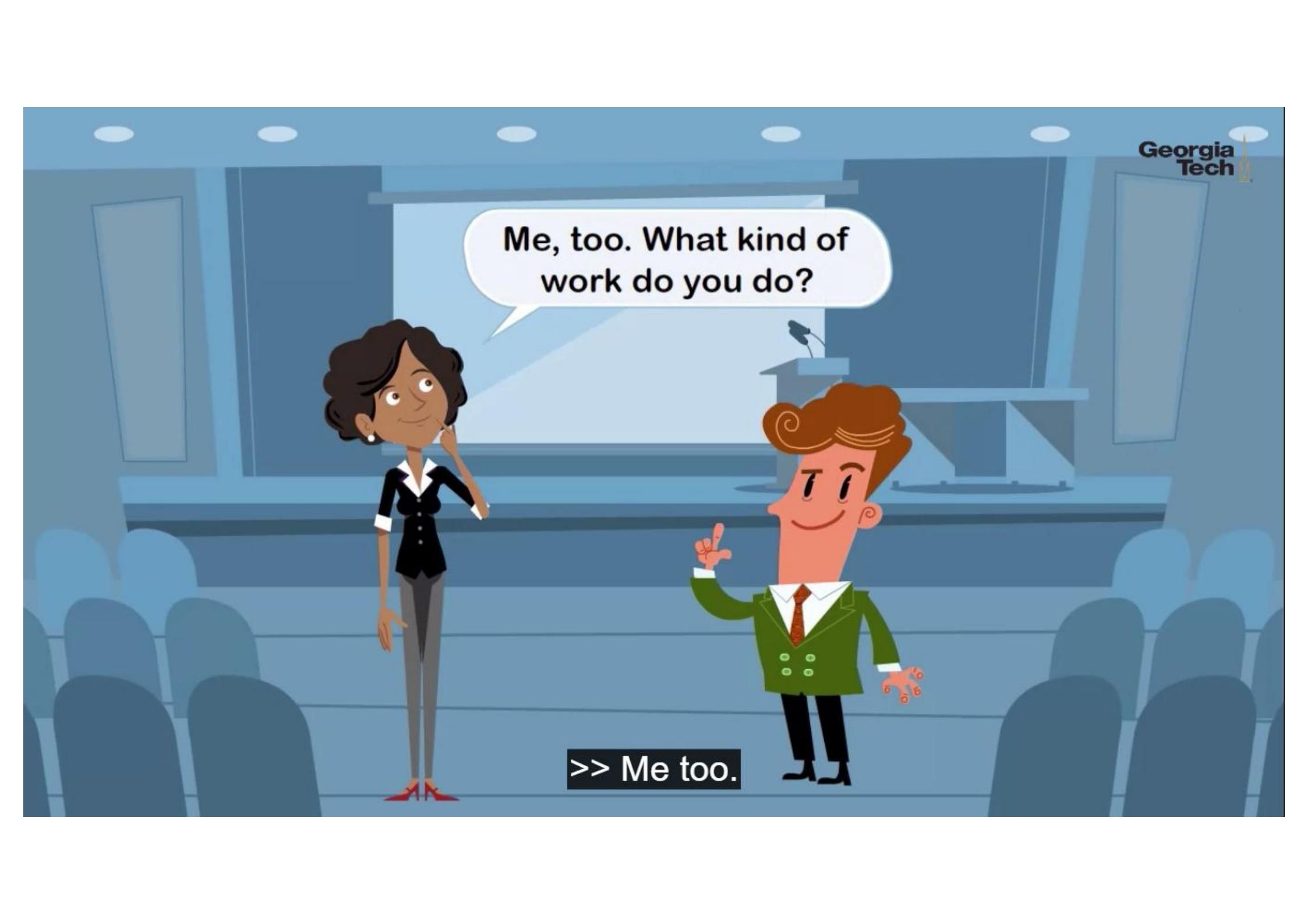
Oh hello! I'm Ben.

>> Nice to meet you, Ben.

This is a great event, isn't it?
What brings you here?

I'm here for work.
And you?

>> I'm here for work and you?



Me, too. What kind of work do you do?

>> Me too.

Listen
Listen
Listen

Here's a chance to learn a little
bit more about the person.



*Keep the
conversation
going!*

Find out what you have in common and
keep the conversation going.



So, you're in technology?



So, you're in technology?

What do you think about
my new phone?



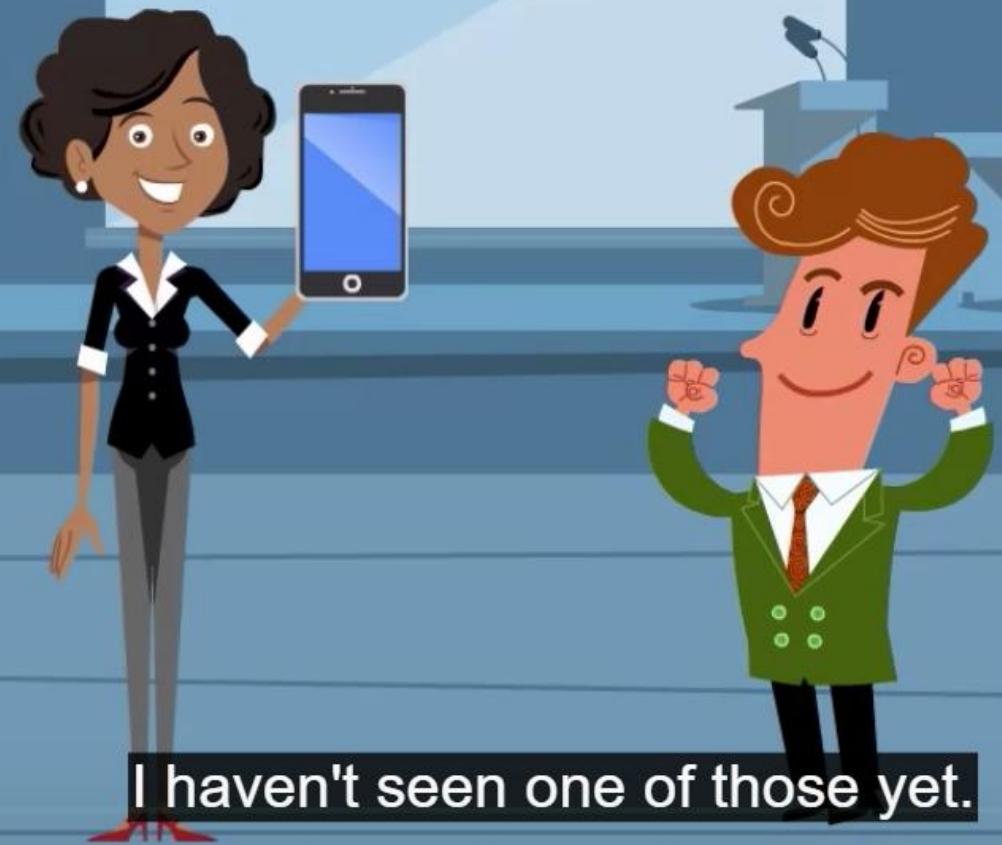
So, you're in technology?

Press Esc to exit full screen



WOW!
It's really great!

>> Wow, it's really great.



I haven't seen
one of those yet.

I haven't seen one of those yet.

You're right. It is great!

I haven't seen
one of those yet.

>> You're right, it is great.

Popular Small Talk Topics

- Hobbies
- Family
- News
- Sports

More DETAILS → EASIER to continue

the easier it is to keep it going.

No. But I've heard
a lot about it.



>> No, but I've heard a lot about it.

Have you tried that new
restaurant across the street?

Have you tried that new
restaurant across the street?

The chef is famous,
and the food is
delicious.

The chef is famous and
the food is delicious.

I'd really like to try it.

The chef is famous,
and the food is
delicious.

>> I'd really like to try it.

Want to join me?



Want to join me?

How do you Small Talk?

- *Introduce Yourself*
- *Ask Questions*
- *Be a Good Listener*
- *Show Your Interest*

Show your interest and find out what you,
and the other person have in common.



Small Talk is a KEY SKILL

Making small talk confidently
is a key skill and



Word & Sentence Stress

- Syllable stressed in a word
- Words stressed in a sentence

Intonation

- Rising/Falling intonation

You'll also know when to use rising and falling intonation.



Stress 1 SYLLABLE in every word

- *LOUDLY*
- *HIGHER*
- *LONGER*

Words with 2 or more syllables

Chicago (3 syllables)

strengthen (2 syllables)

grandmother (3 syllables)

January (4 syllables)

technology (4 syllables)

university (5 syllables)

Resources & Quizzes:

- Extra practice materials

**NOTE: Use an audio dictionary*



mark which syllable gets the stress.

Press Esc to exit full screen

Listen for the
- ***LOUDER*** syllable
- ***LONGER*** syllable

Listen for the syllable that's
a little louder and longer.

English Rhythm & Beat

• ● • ● • ●
ta TA ta TA ta TA

● STRONG
● weak

The last word is STRONGEST & LONGEST

This combination of strong and weak words creates rhythm in each sentence.

He **bought** some jeans.

ta TA ta TAA

He **bought** a **pair** of jeans.

ta TA ta TA ta TAA

He bought a pair of jeans,
ta, ta, ta, ta, ta, taa.

He **bought** some jeans.

ta TA ta TAA

He **bought** a **pair** of jeans.

ta TA ta TA ta TAA

John **bought** two **pairs** of jeans.

TA TA TA TA ta TAA

ta, ta, ta, ta, ta taa.

Content Words (Meaning)

Action Verbs (ex: teach, talk, sing)

Nouns (ex: name, computer, Atlanta)

Adjectives (ex: green, big, interesting)

Adverbs (ex: quickly, loudly, never)

WH Questions Words (ex: who, what, where, how)

Negatives (ex: no, not, don't, can't)



My name is Leah.

I teach in Atlanta.

Try and choose the content
words in the next sentences.

Structure Words

prepositions (ex: in, on, at)

pronouns (ex: it, she, he, you)

articles (ex: a, an, the)

modals (ex: can, should, would)

helping verbs (ex: be, do, have)

the helping verbs.

Content Words (KEY words)

He **bought** some jeans.



They are the words we stress.

They are longer and louder. They always have a beat.

Content Words (KEY words)

He bought some jeans.

Structure Words (NO stress)

structure words, often the little words in
sentences.

Rise

Do you have the *letter*?

Yes, I do.

Did you make the *call*?

No, I didn't.

Rise Fall



Summer weather in Atlanta is hot and humid.

What's the weather like in your country?

It's their time to say something or
to answer your question.



Create important personal connections

you will have the opportunity to network
and create important personal connections.

Good Elevator Speech



- Tell a **STORY** about you
- Give **FACTS** about you
- Show **WHY** you are important to them

It tells them how you are important to them.

Press Esc to exit full screen

Good Elevator Speech



Good Elevator Speech



**End with an opportunity
to meet again.**

"I will contact you again soon."

Finally, end your elevator
speech by telling your listener,

- Rhythm & Intonation
- Speed (*How fast?*)
- Volume (*How loud?*)

How loud?

1. Speak *SLOWLY*

Speak slowly, so
your listeners understand you.

2. Use *PAUSES*

- Highlight important information

Second, you pauses or short stops to highlight important information and

3. Change your *VOLUME*

Change your volume and voice energy.

4. BODY LANGUAGE

Body language.

Georgia Tech

Confident
Enthusiastic
Friendly
Knowledgeable
Organized



knowledgeable and organized.

Georgia
Tech

Make *EYE CONTACT*



I'm thinking about you.
I'm talking to you.

It says that you are thinking
about them and talking to them.

Make *EYE CONTACT*

Stand *TALL*

Add *HAND GESTURES*

Look *NATURAL*



**Use your body language to
present your best self,**

Successful Elevator Speech

- Told a story
- Made listener want to learn more
- Led to a future encounter/meeting
- Easy to understand
- Friendly, energetic, and natural

It was easy to understand and
it was friendly, energetic and natural.

Google elevator speeches

All Videos News Images Shopping More Search tools

About 372,000 results (0.25 seconds)

The Elevator Speech - YouTube
<https://www.youtube.com/watch?v=Ldpe9StfGTA>
Feb 19, 2013 - Uploaded by ttucob
Always be prepared for your **elevator speech**. At any time you could run into someone influential, so you need ...
 2:44

What Is an Elevator Speech or Pitch? - Internships - About.com
internships.about.com/od/.../g/elevator-speech.htm
Preparing a 30 second **elevator speech** enables individuals to be able to quickly provide others with ...


30-Second Elevator Speeches 101 - YouTube
<https://www.youtube.com/watch?v=JaK7ve5CU4A>
Jun 21, 2011 - Uploaded by Tim Rooney
You're riding in an **elevator** and someone turns to you and asks, "What do you do?" You have 30 seconds to ...
 2:24

Elevator Speech Examples and Writing Tips - Job Searching
jobsearch.about.com/od/.../g/elevator-speech.htm
An **elevator speech** (elevator pitch) is a quick synopsis of your background. Here's information on **elevator** ...


Sample Elevator Pitch - YouTube
<https://www.youtube.com/watch?v=7fGzh0XcdCc>
Mar 2, 2012 - Uploaded by MKTGInsider
This is an example **elevator pitch/speech**. Use this as a great how-to.
 1:15

How to Perfect the Elevator Pitch - YouTube
https://www.youtube.com/watch?v=y1Y02_oZP8U
Apr 8, 2010 - Uploaded by Howcast
this how to takes way too long to work as an **elevator speech** is out of order: Michelle G ...
TEDxCitadelPark ...
 1:36

The Career Fair (Elevator) Pitch - YouTube
<https://www.youtube.com/watch?v=tHrts1wvOWs>
Sep 24, 2012 - Uploaded by Charlie Miller

There are many sample elevator speeches available to view online.



Do it in front of a mirror.

**Put your best
foot forward
and
have fun!**



Put your best forward and have fun.

Lesson 1

Basics of Meeting Online

Lesson 2

Expressions, Vocabulary, Body Language
for Online Discussions

Lesson 3

Apply Language to Situations



During a video conference, you can...

- share PowerPoint presentations
- share videos & documents
- record the meetings

that participants have
a permanent record for their use.

English as a Second Language

- spend more time to prepare
- plan what you will say
- PRACTICE!

You'll need to plan what you'll say and
practice.

MODULE 1 Review

- speak ***SLOWLY***
- maintain ***STEADY VOLUME***
- practice ***WORD STRESS***

Next, practice word stress,

● ***STRESS CONTENT WORDS***

- *soft, short structure words*

This will make you easy to understand.

During the meeting...

- ***RESPECT*** other participants
- watch ***HOW LONG*** you speak
- be sure everyone has a ***TURN***

Be sure everyone has a turn to speak, and

During the meeting...

- ***RESPECT*** other participants
- watch ***HOW LONG*** you speak
- be sure everyone has a ***TURN***
- remain ***ATTENTIVE***

Very importantly,
remain attentive to the meeting.

FREE Video Conferencing Services



Google
Hangouts



Skype



Fuze



WebEx



GoToMeeting



Meeting
Burner

21st Century Technology

+

Your Experience

+

Your English Skills

**and English language skills, and
creates opportunities for your success.**



Lesson 2: Group Discussion Language

- Agree / Disagree
- Clarify
- Restate
- Take a Turn
- Show Interest

someone else has said,
to take a turn and to show interest.

Scenario:

The meeting begins, and everyone **AGREEs** with the agenda.

everyone agrees with the agenda.

Good morning.
Does everyone agree
with our plan?



>> Good morning.



Ways to AGREE:

- a. Yes, I agree.
- b. It looks good to me.
- c. I think so, too.
- d. I definitely agree.

>> I definitely agree.

Ways to DISAGREE:

- a. I'm afraid I don't agree.
- b. I'm sorry, but I don't agree.
- c. That's interesting. But I'd prefer something different.
- d. Actually, I disagree.



>> Actually, I disagree.

Scenario:

You would like the speaker to **CLARIFY** by
repeating or explaining the information.

like them to clarify by repeating or
explaining something that they have just



Ways to CLARIFY info:

- a. Excuse me, I didn't hear that.
Could you say it again?
- b. Sorry, I missed what you just said.
Could you repeat that please?
- c. I'm sorry, could you explain
that again?
- d. Excuse me, could you tell me what
that means?

**>> Excuse me,
could you tell me what that means?**

As the speaker clarifies...

use ***BODY LANGUAGE*** to show you understand

You'll want your body language
to show you understand!

OR As the speaker clarifies...

- 1. say you understand**
- 2. *RESTATE* what they said**

Question

What are other expressions you can use to show you understand?

- Okay, I understand now.
- Thank you for clarifying that.
- Thanks, I see what you mean.
- All of the above.



Correct

All the above expressions can be used to show you understand.

Skip

Continue



Ways to say you understand:

- a. Thanks, now I get it.
- b. Thank you. It's a lot clearer to me now.

Restating confirms that everyone in the discussion understands.

Restating is a great way to confirm that everyone in the discussion understands.



Ways to RESTATE info:

- a. I understand. We're going to discuss money first.
- b. I see. Our first step is to look at how much money we have and how much money we can spend.

>> I see, our first step is to
look at how much money we have and

Ways to get your turn:



Ways to get your turn:



Ways to get your turn:



Ways to include others:

- a. So, what do you think?
- b. Can you give me your thoughts on this?
- c. Do you agree?
- d. What's your opinion?



>> What's your opinion?

Ways to SHOW INTEREST:

- a. That's interesting.
- b. Really?
- c. I see.





- Agree / Disagree
- Clarify
- Restate
- Take a Turn/Interrupt
- Include Others
- Show Interest

you'll be on your way to fluent participation in group discussions.

Be more aware of *CULTURAL DIFFERENCES*

differences you may have with other
speakers and apply group discussion



Create & Practice Video Conference Scenario

practice your own video
conference scenario.



In your culture...

Formal Titles:

ex) **Mr. Ms. Dr. Sir...**

Informal: First Names

ex) **Jane, Mark, Bob...**

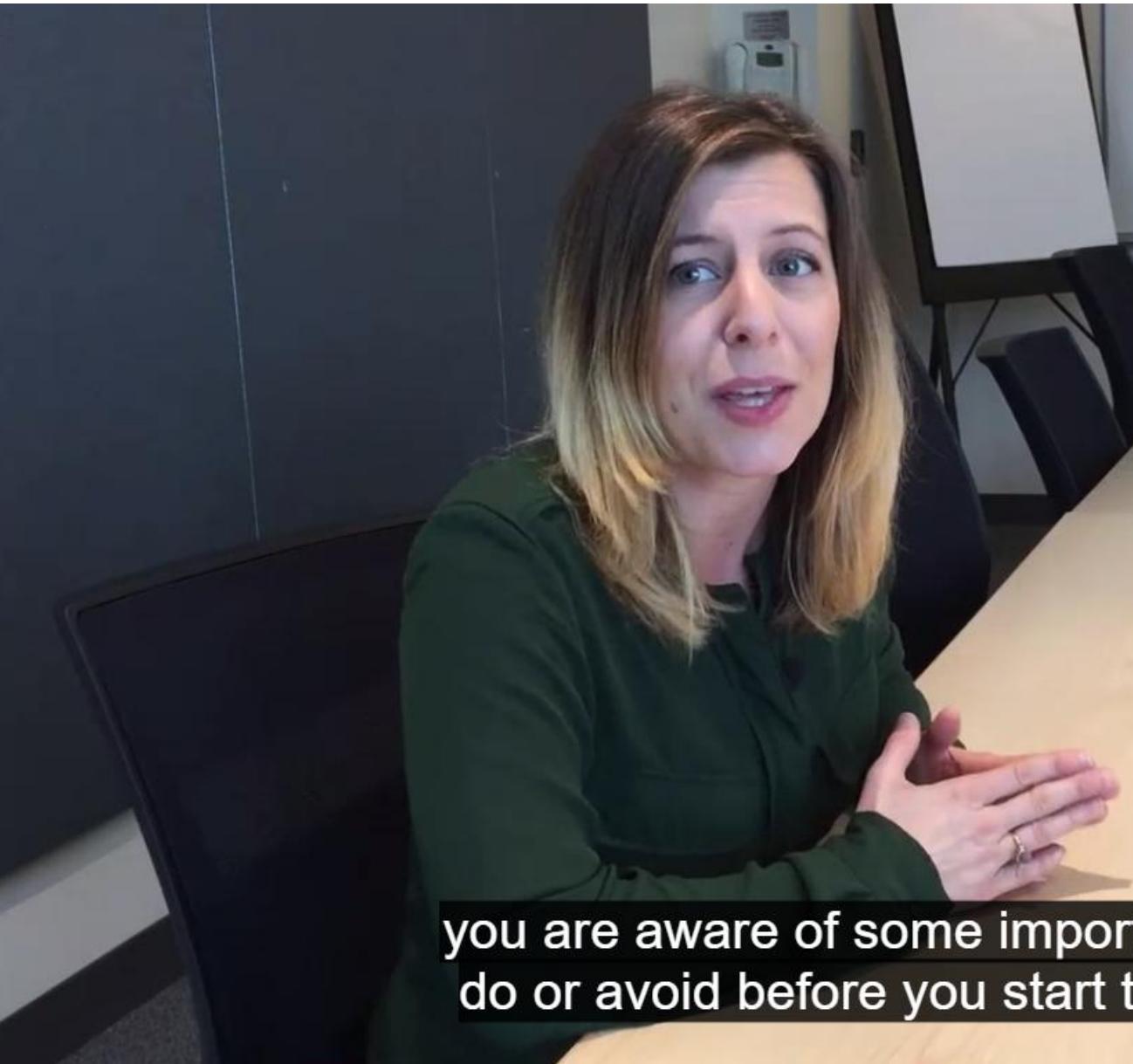
Or are people more informal and
use first names in a meeting?

**Interrupting Politely
is accepted in
most Western cultures**

In your culture...

- Can you interrupt?
- Can you ask for clarification?
- Can you disagree?
- Can you be direct?

**Can you be direct and
very specific in your language?**



**Pay attention
to others**

**Use group discussion
language**

Do some research

**you are aware of some important things to
do or avoid before you start the meeting.**

Situation 1:

After discussion, a speaker suggests using a new social media platform for advertising and asks for the groups' agreement.

**social media platform for advertising and
asks for the group's agreement.**

Okay...we've discussed some different social media to use for our new campaign.



>> Okay, we've discussed some different social media to use for our campaign.

**It looks like this is the
best choice.
Does everyone agree?**



It looks like this is the best choice.

It looks like this is the
best choice.
Does everyone agree?

**What type of response
is the speaker looking for?**

AGREE

He or she wants other members to agree.

Ways to AGREE:

- a. Yes, I agree.
- b. It looks good to me.
- c. I definitely agree.

Situation 2:

One of the speakers is describing something, but the information you have is different.

but the information you have is different.

**It sounds like everyone thinks
this company would be the best
choice for our new phones.**



**>> It sounds like everyone thinks this
company would be the best choice for**

It sounds like everyone thinks
this company would be the best
choice for our new phones.

The information you have is different.

What can you say in this situation?

DISAGREE

If you said disagree, you are correct.

Ways to DISAGREE:

- a. I'm afraid I don't agree.
- b. I'm sorry, but I don't agree.
- c. Actually, I disagree.

Actually, I disagree.

Ways to tell others you think differently:

- a. Actually, I have a different idea.
- b. That's possible, but I'd prefer something different.

Situation 3:

A speaker asks you a question,
but you don't hear it clearly or don't understand it.

When do you think we should
begin the new campaign?

>> But you don't hear it clearly or
don't understand it.



What can you say in this situation?

CLARIFY

When do you think we should begin the new campaign?



Ways to ask for clarification:

- a. Excuse me, I didn't hear that. Could you say it again?
- b. Sorry, I missed what you said. Could you repeat that please?

Situation 4:

You have some important information you want to contribute to the discussion, but another person is talking.

INTERRUPT

politely

Ways to interrupt:

- a. Excuse me. Can I say something here?
- b. Could I interrupt you for a minute?
- c. Sorry to interrupt, but I'd like to say something here.

Sorry to interrupt, but
I'd like to say something here.

Next Situations: New Language

Let's learn how to use
these new expressions!



Let's learn how to use the right
language for these situations.

Ways to invite others to the conversation:

- a. So, what do you think?
- b. Can you give me your thoughts on this?
- c. What's your opinion?

Ways to check connection issues:

- a. Excuse me, can you still hear us?
- b. Excuse me, are we still connected?
- c. Is there a problem with your connection?

Is there a problem with your connection?

Situation 6:

The meeting is going very well and is very interesting.
But you need to leave all of a sudden.

But you need to leave all of a sudden.

Ways to leave a meeting politely:

- a. I have to leave now for another appointment.
I'm sorry.
- b. I'm very sorry. I'll have to continue this
discussion at a later date.
- c. Excuse me, something important has just come
up, and I have to leave. I'll be in touch very soon.

**Excuse me, something important has
just come up, and I have to leave.**

**What can you do
during the meeting?**



**Work on Language
& Cultural Skills**

improve your spoken English and achieve
your goals as a working professional.

**Phone conversations play
a vital role in today's
work world.**



phone conversations still play
a vital role in today's work world.



Review Practice Language & Pronunciation Skills

**acquire language and pronunciation skills
to speak English clearly on the phone.**



Improve Understanding & Avoid Misunderstandings

we'll look at phone practices to improve understanding and avoid misunderstandings.

Lesson 1

Identify & Classify Typical Phone Language:
Introductions, Closings, Requests, Clarifying Info

Lesson 2

Practice & Develop Pronunciation: Numbers & Can/Can't

Lesson 3

Create & Practice Questions/Answers

a variety of phone conversations in
different settings and situations.

Phone Conversation w/ New Person

- Name ✓
- Your position/title/role
- Purpose of call ✓

Use same intro for voice messages

The same introduction is appropriate
if you have to leave a message.

Hello, this is
_____.



>> Hello, this is Jerry Russell.

Hello, this is _____.

I work at _____,

and I'm calling
about _____.

Hello, this is
_____.



Good morning.
My name is _____
with _____.

**I heard your
presentation at the
conference and
would like to
discuss it with you.**

My name is Suzy Lee with Georgia Tech.

Hello, this is
_____.



Hello, this is _____
from Dr. _____'s
office.

I'm calling to
confirm your
appointment.

>> Hello, this is Olivia Moore from Dr.
Brown's office.



Hello, ... and I'm calling about my order.

- a. **Could you please confirm the delivery date?**
- b. **Could you give me more information about this?**
- c. **Do you have a minute to review this?**
- d. **Would you mind going over this with me?**

Would you mind going over this with me?

Ways to say YES:

- a. Could you please confirm ...
- b. Could you give me more information about ...?
- c. Do you have a minute to ...?
- d. Would you mind going over this with me?

Yes, I'd be happy to.

Certainly, what would you like to know?

Of course.

Not at all.



Ways to say NO politely:

- a. I'm sorry, I'm unable to confirm at this time. I'll get back with you as soon as I can.
- b. Unfortunately, I'm not able to at this time. Could I call you back?
- c. Sorry, I'm busy right now but will be happy to call you back.

Problems that may occur during a phone conversation:

- phone/connection issues
- too much background noise
- language issues

Whatever the reason an easy conversation
has now become a difficult one.



Ways to ask for clarification:

- a. I'm sorry. I missed that. What did you just say?**
- b. Excuse me. I didn't catch what you said. Could you say it again please?**
- c. Sorry. I'm not sure I understand. What does that mean?**



Possible responses:

- a. I'm sorry. I missed that. What did you just say? **Oh, let me explain.**
 - b. Excuse me. I didn't catch what you said. Could you say it again please? **I'd be happy to.**
 - c. Sorry. I'm not sure I understand. What does that mean? **Certainly, what I mean is...**
- Certainly, what I mean is.**

Clear Introductions

Exchange of Info

No Misunderstandings

Friendly Closings



your business phone calls will have the potential to contribute to your success.



Review 2 Common Errors

- 1. Can VS Can't**
- 2. Teens VS Tens, other numbers**

And teens, tens and other numbers.

Pronunciation: Can VS Can't

First, let's start off with can and can't.

Can VS Can't

What is the biggest difference?

Can you hear me?

I can't see you.

You can pay online.

You can't pay with cash.

Can - *short a*

I **can** hear you.

The team **can** meet in my office.

The doctor **can** see you now.

Can't - *stress a (long)*

I ***can't*** hear you.

They ***can't*** meet today.

The doctor ***can't*** see you.

The doctor **can't** see you.

Can VS Can't

What do you hear?

I **can** set up the meeting.

They ***can't*** buy it there.

We ***can't*** work that day.

Can VS Can't Practice

1. My friend **can** do it.
2. He ***can't*** attend the meeting.
3. I **can** do this.

How did you do?

Here are the answers to what I said.

Teens VS Tens

13 (thirteen) - 30 (thirty)

14 (fourteen) - 40 (forty)

15 (fifteen) - 50 (fifty)

16 (sixteen) - 60 (sixty)

17 (seventeen) - 70 (seventy)

18 (eighteen) - 80 (eighty)

19 (nineteen) - 90 (ninety)

t - /t/ t - /d/

Teens VS Tens

1. The meeting in Room 114 (one fourteen) begins at 9:50 (nine fifty).
2. John is 40 (forty), Janet is 17 (seventeen), Bob is 70 (seventy), and Sara is 19 (nineteen).
3. About 15 (fifteen) of my employees live near the office.
4. 90,000 (ninety thousand) people visited the website in less than 30 (thirty) minutes.
5. There were 80 (eighty) people at the conference.

With practice, you will soon be able
to see and hear the difference easily.

Pronunciation: Long Numbers

First, how do we say
a large number like this?

6472

six thousand, four hundred, and seventy-two

(year) **1776**

seventeen seventy-six

But if it's a date like this,
we'll say 1776.

\$59.99

fifty-nine ninety-nine

11:55 PM

eleven fifty-five

If we don't follow these standard

My address is 1428 Peachtree street.

fourteen twenty eight



one four two eight

**Always use this method when
saying your phone number.**

My address is 1428 Peachtree street.

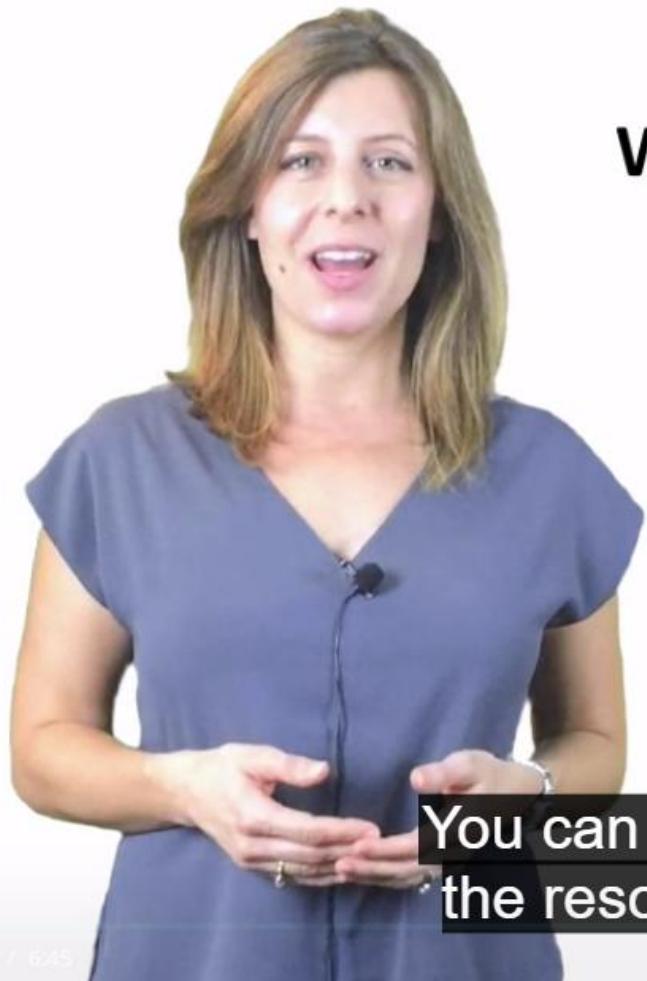
fourteen twenty eight

one four two eight

555-2525

five five five, two five two five

**For example, five five five,
two five two five.**



We've learned the difference between

- 1. Can VS Can't**
- 2. Teens VS Tens, other numbers**

You can review this information on
the resource sheet in the lesson.

Phone Conversation

- Valuable business tool
- Direct & Personal
- Fastest way for Q&A,
making requests,
solving problems



make a request, or solve a problem.

Tone of Voice

- Let's them hear your smile
- Shows you're agreeable, friendly, helpful
- Tells them more than just words

Like body language, our tone of voice actually tells our listeners more than what we say.

Situation 1:

A customer calls to place an order and a sales person responds. Listen carefully to how the speakers ***clarify*** some critical information.

Listen carefully to how the speakers clarify some critical information.

**Hello, Phone Orders
International.**

**This is Jan. How may I
help you?**



I'd like to place an order.

**Hello. This is Andy
Ramos.**

I'd like to place an order.



Certainly.

**What would you like to
order?**



I'd like 15 of product 6016.

I'd like 15 of product 6016.



I'm sorry, did you say
50?

And which product
number?



No, I'd like 15, that's 1-5.

And the product number
is 6-0-1-6.

The product number is 6-0-1-6.



Situation 2:

A customer calls for more information. Listen carefully for the speakers' ***response to an unexpected event.***

Listen carefully for the speaker's response to an unexpected event.

Certainly.

**What would you like to
know?**



Certainly. What would you like to know?

**Good Morning.
This is Suzi Lee.**

**I heard about your
business from a friend.**

**Could you give me more
information?**



Press Esc to exit full screen

Certainly.

What would you like to
know?

... (unclear/in audible) ...



I'd like to find out a little bit more about your company.



**Excuse me. I didn't
catch what you said.**

**Could you say it again
please?**



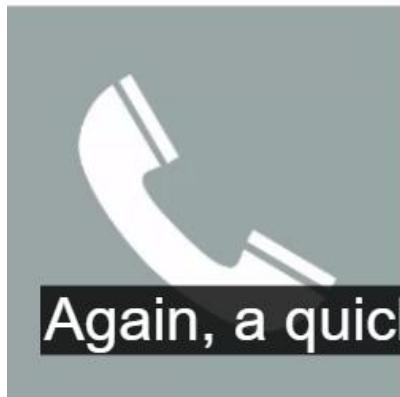
Yes?

Excuse me. I didn't catch what you said.



**Excuse me. I didn't
catch what you said.**

**Could you say it again
please?**



Again, a quick request for clarification solves the problem and saves the call.

Of course.

As I was saying...



Situation 3:

A worker calls his manager to *ask for help* with a problem at work.

a worker calls his manager to ask for help with a problem at work.

Hi Michelle. This is Jeff.



Hi Jeff.

What's going on?

Hi Jeff. What's going on?



Actually, I'm having a problem with one of my team members.

Could you give me some advice?



Certainly.

Certainly.



**Thanks so much. I really
appreciate your help
with this.**

**Since you've been out
of town this is what's
been going on...**



Certainly.

Thanks so much.



Lesson 1

Improve Personal Skills

Lesson 2

Pronunciation: -ed, -s ending

Lesson 3

Key Language for Successful Interviews

So let's start with our first lesson
on getting ready for the interview.

Great First Impression

BODY LANGUAGE

should be your first focus and
our focus for this lesson.



How can you prepare?

Always *be aware* of your body language:

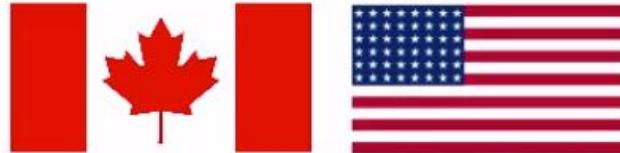
- posture
- facial expressions
- hand gestures
- tone of voice



Look at pictures of yourself
in different situations.

In North America...

- Standing/Sitting **TALL**
- **SMILING**
- Using **HANDS** expressively
- Keeping a **POSITIVE** tone of voice



→ ***STRONG, LASTING Impression***

a positive tone of voice all contribute to
making a strong and lasting impression.

**How does our body language
affect how we feel about ourselves?**

**How can we build confidence
through body language?**

how we can build confidence
through better body language.

Amy Cuddy:

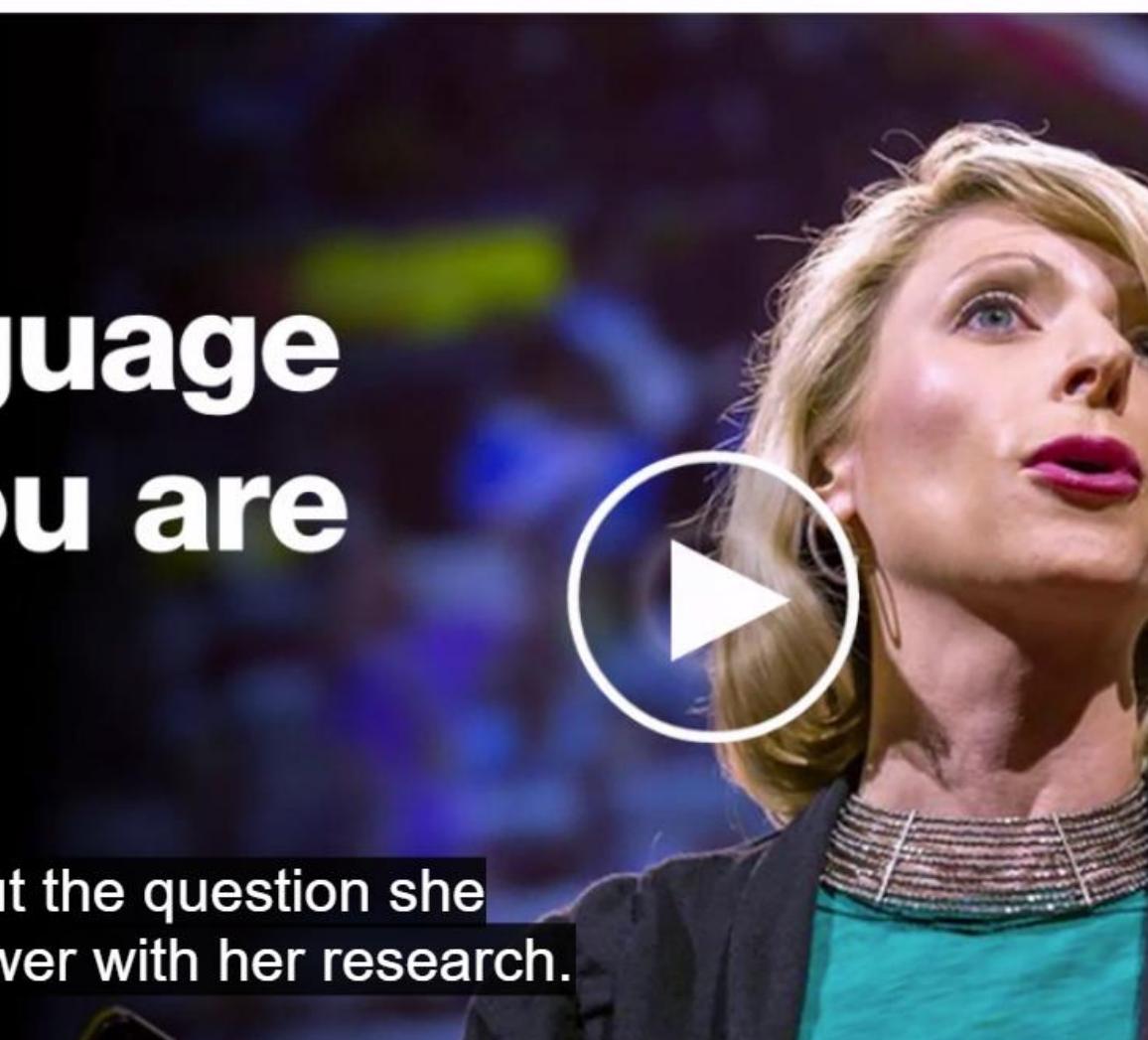
Your body language shapes who you are

TEDGlobal 2012 · 21:02 · Filmed Jun 2012

 45 subtitle languages 

 View interactive transcript

talked about the question she wanted to answer with her research.



Can you change how you feel about yourself through body language?

Can your body change your mind?

YES!

Her answer?

Type 1

Open & Powerful



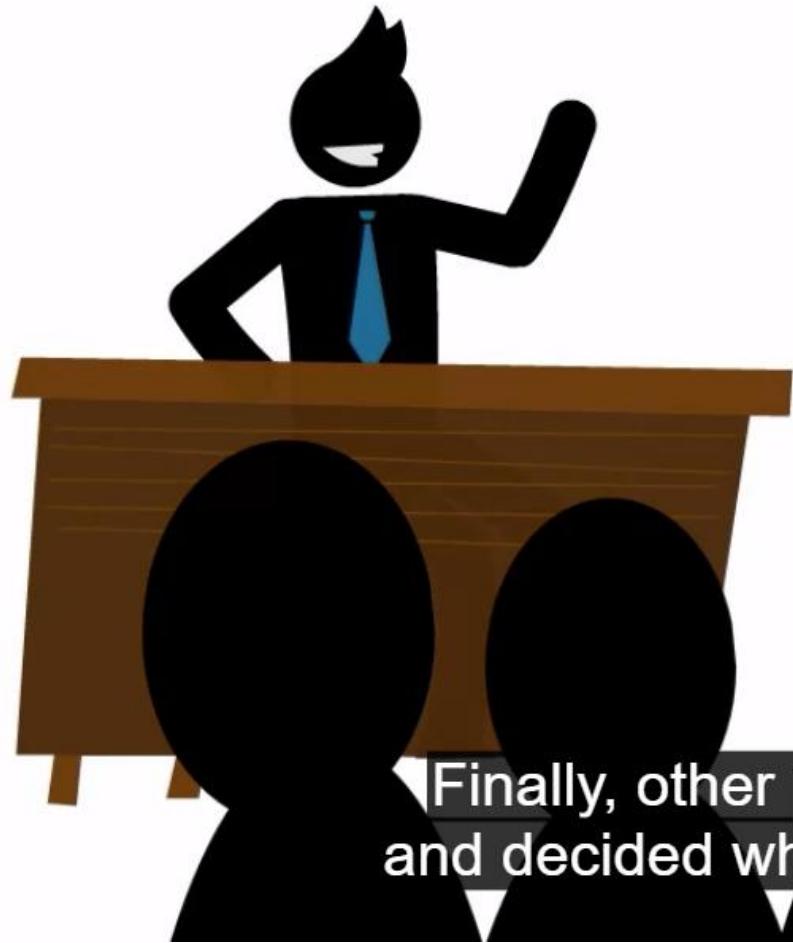
Type 2

Closed & Powerless



They practiced for only two minutes.

Type 1



Type 2



Finally, other people looked at the films and decided who they would hire for a job.

Type 1



High Power Pose



Every person who they picked had practiced
a high-power pose before they filmed



Body Language

- **POSITIVE** body language
- Effectiveness of **MIRRORing**
- Role of body language and how we **THINK** about ourselves

how our body language actually plays
a role in how we think about ourselves.

-ed endings

worked /t/

designed /d/

conducted /id/

A final syllable sound, /id/.

Past Tense Verbs for the Interview

I *prepared* reports.

-ed /d/

I *solved* problems.

Voiced Sounds (Vibrates)

I *managed* a team.

I *programmed* computers.

I *scheduled* meetings.

In schedule.

Past Tense Verbs for the Interview

I **worked** in sales.

I **helped** coworkers.

I **increased** profits.

I **coached** new employees.

***Voiceless Sounds
(No Vibration)***

[SOUND] After these voiceless,

Past Tense Verbs for the Interview

I acted independently.

-ed /id/

I invented an app.

I instructed my team.

Verbs ending with t or d

I expanded my store.

I exceeded my goals.

After t or d, we add an extra syllable and
pronounce -ed as /id/.

-s endings

Plural Nouns

books computers

3rd Person Singular Present Verbs

asks pays

You want to say them loud and clear
when you talk about your current work or

-s Ending Vocabulary for the Interview

I score well on tests.

-s /s/

I prepare weekly reports.

*Voiceless Sounds
(No Vibration)*

My design looks good.

I have many duties.

we pronounce the s as [SOUND].

-s Ending Vocabulary for the Interview

I work on two teams.

-s /z/

My day beginss early and endss late.

vowel or

My software solves problemss.

voiced sounds

When a noun or
verb base word ends with a vowel sound or

-s Ending Vocabulary for the Interview

I am taking two programming classes. **-es /iz/**

I like challenges.

words ending with
's' 'z' 'sh' 'j' 'ch'
sounds

I like challenges.

Which ending do you hear?

placess adss commercialss showss modelss

productss imagess usess sellss repeatss

changess taxess keyss listenss payss

Which ending do you hear?

Ends with /s/ sound	Ends with /z/ sound	Ends with /iz/ sound
products repeats	ads commercials shows models sells keys listens pays	places images uses changes taxes
If your chart looks like this one, you are correct.		



Depending on the ***culture***
the questions may vary

**the people in the interview,
the questions may vary.**



If you are the *interviewer*,
focus on the QUESTIONS
in this lesson

pay close attention to the types
of questions for each part.

How do you prepare for an interview?

3 types of questions:

- Your **ABILITY**
- Your **WILLINGNESS**
- How well you will **FIT IN**

how well you'll fit in with the new job
and organization Let's start with ability.

Questions about Your Ability

- What is your greatest strength?
- What are your best skills?
- What qualifications do you have that would make you successful here?

What type of organization is it?

- *International* company?
- Small *local* business?
- Technology *startup*?
- ***Nonprofit*** organization?



You will feel more comfortable and
interviewers will see that

Questions about Your Willingness

- What kind of student were you?
- Describe a very successful project you completed in your current job.
- How do you handle problems and setbacks?

TIP: Show you work hard, and you don't give up easily!

You want to be ready to show
the interviewer that you work hard and



Questions about How Well You'll Fit In

Here are some questions they might ask.

Questions about How Well You'll Fit In

- What's important to you in a work situation?
- Do you think you're a natural leader?
- How do you adjust to new situations?

What's your greatest strength?

I'm very organized. And that's important in every job. But for this position, I think my greatest strength is communication. I know I'll be working with new customers....

TIP:*Give a direct answer and refer to the actual job.*

it refers to the actual job
the employer is trying to fill.

How do you handle setbacks?

I'd like to answer that questions with a story.
I worked on a project before...

***TIP: Tell a story to catch their attention
and share a personal experience about you.***

it gives you a chance to share a personal
experience that says a lot about you.

What's your greatest strength?

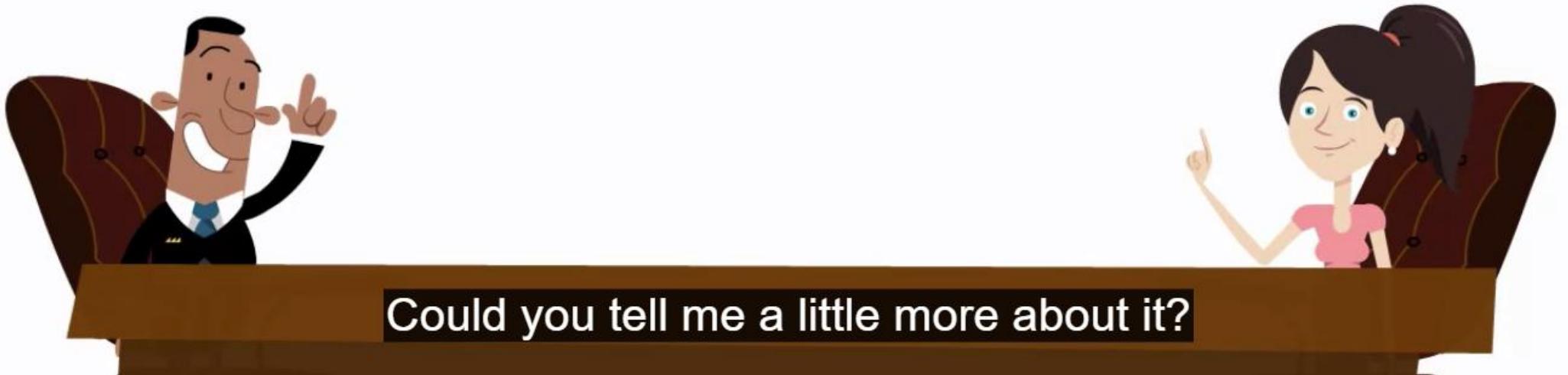
I'm a leader. But I don't think I'm a natural at it. I have learned to be a leader however. For example, last year...

TIP: A negative can become a positive!

This is a good answer because it shows how a negative can become a positive.

Questions you can ask the company:

I read on your website about your _____.
Could you tell me a little more about it?



Questions you can ask the company:

What are some characteristics of your most successful employees?



What are some characteristics of
your most successful employees?



Questions you can ask the company:

What can I do next to get this position?



What can I do next to get this position?

Lesson 1

Organizing a Pitch/Presentation

Lesson 2

Delivering a Pitch/Presentation



Then in the final peer assessment, you'll have the chance to show and tell me and

3 TELLS

1. TELL **WHAT** you're going to say *INTRODUCTION*
2. TELL **MORE** *BODY*
3. TELL it **AGAIN** *CONCLUSION*

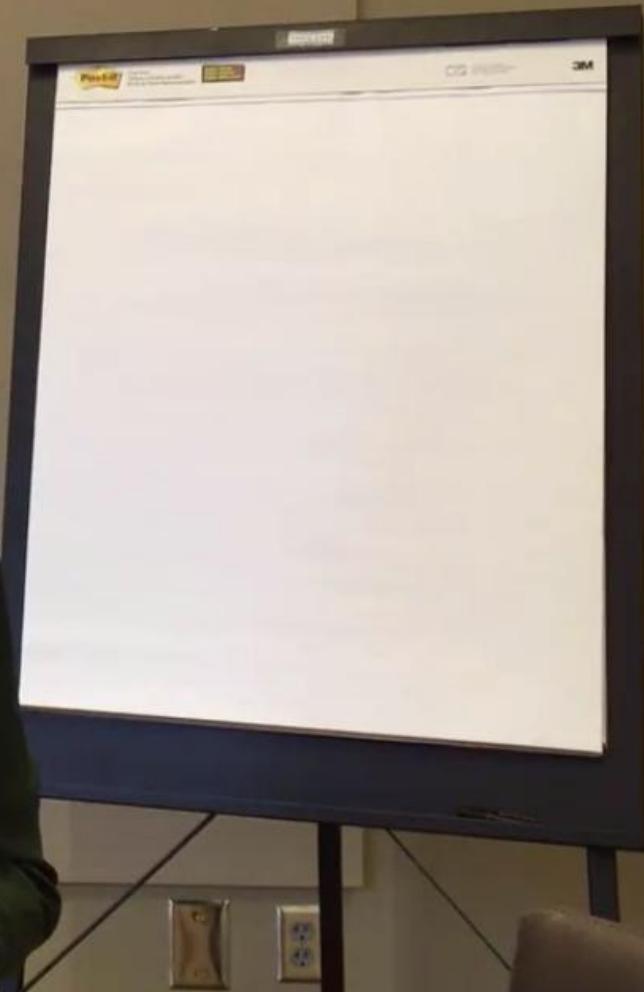
Have Visuals

- Photo(s)
- Graph(s)
- Number(s)



20,000 SOLD!

a graph, a number that will help your audience connect to you and your product.

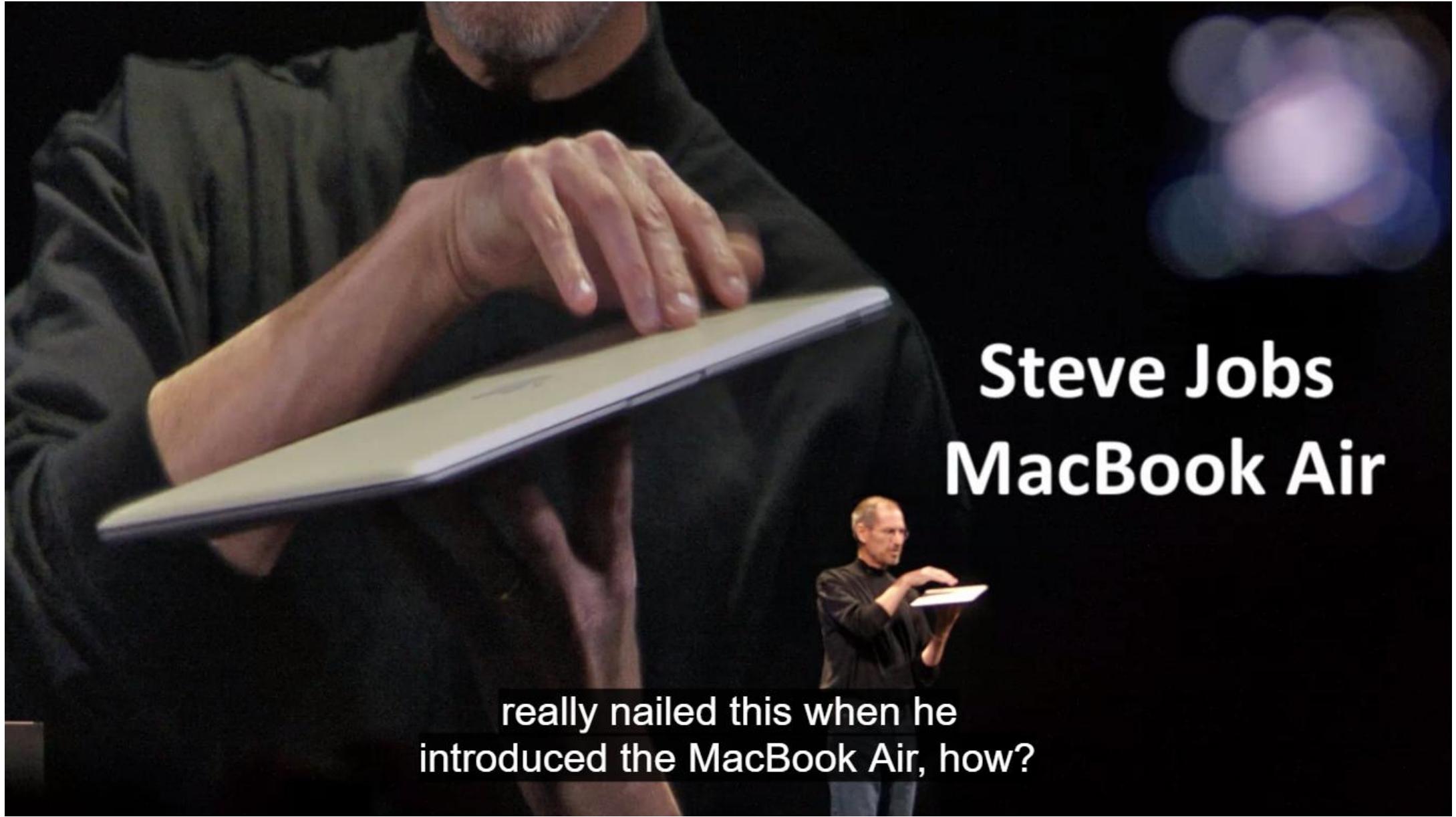


Preview Product Clearly

- How will it be good for the audience?
- Be direct
- Use ACTIVE language



Use active language and
state clearly what you have to offer.



Steve Jobs MacBook Air



really nailed this when he
introduced the MacBook Air, how?

2nd TELL

Body

the body of your pitch.

2nd TELL

**What does the
product do?**

What does the product do?

2nd TELL

How does the
product work?

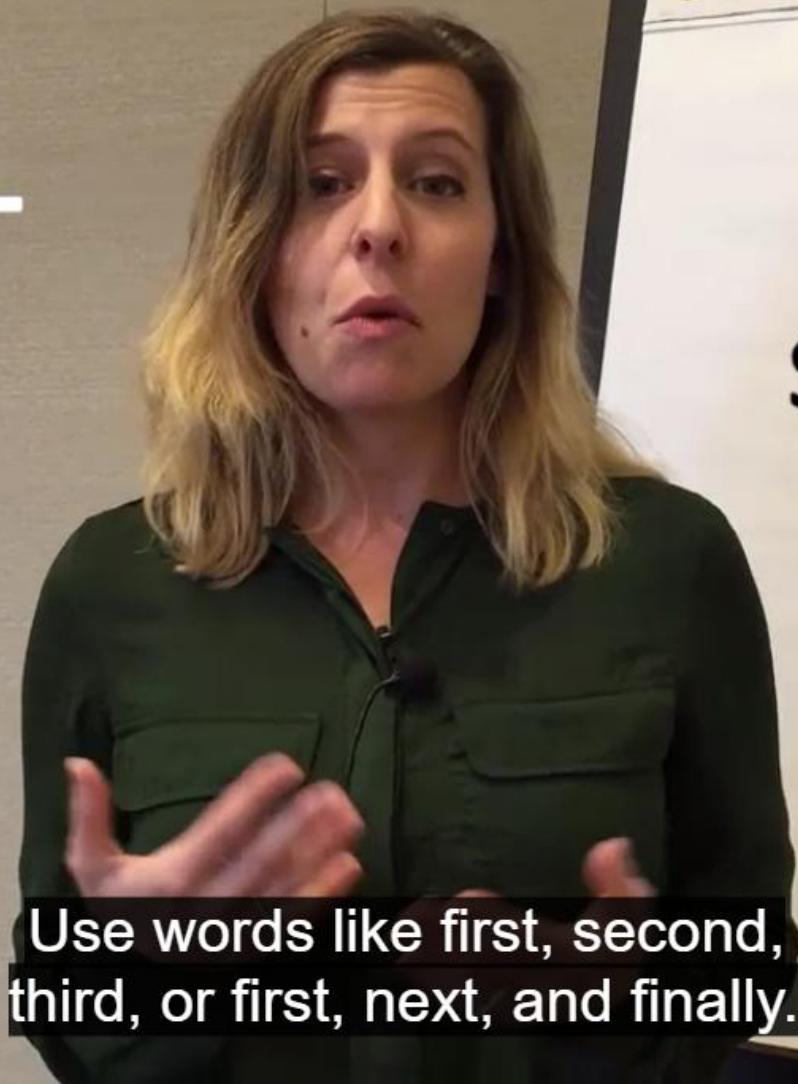
How does the product work?

2nd TELL

Why is it
valuable?

Why is it valuable?

2nd TELL



First,...
Second,...
Third,...

Use words like first, second,
third, or first, next, and finally.

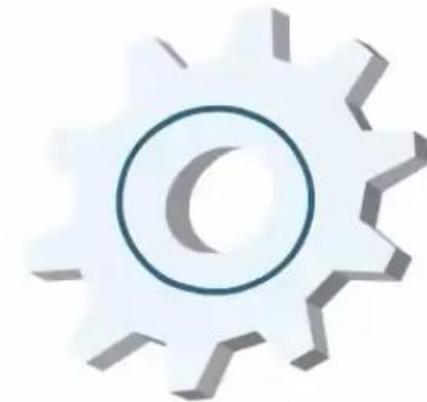
2nd TELL

First,...
Next,...
Finally,...

Use words like first, second,
third, or first, next, and finally.

Provide EVIDENCE for Your Product

- Facts & Figures (numbers)
- Quotes from Customers (testimonials)
- Stories about Your Product



Again, include a visual to enhance your presentation.



**"Let's go explore this
in more detail!"**

>> [APPLAUSE]
>> Let's go explore this in more detail.

3rd TELL - Conclusion

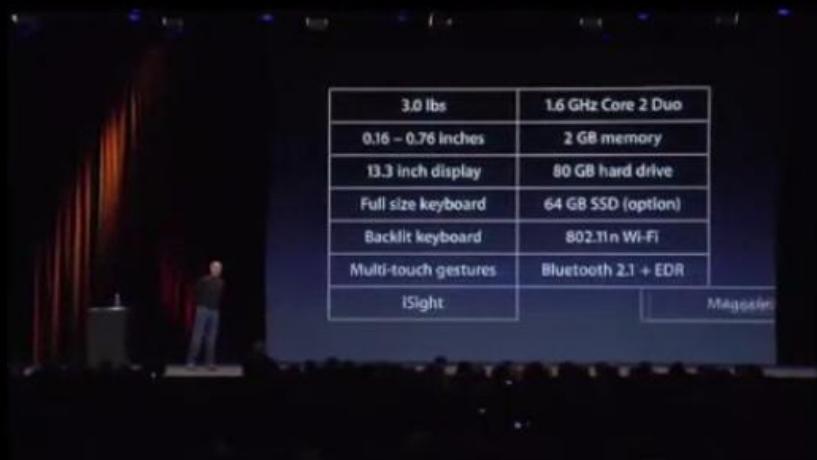
- ***REPEAT*** your main points
- This is your ***LAST CHANCE*** to secure interest

Leave them with a
GREAT
IMPRESSION
of you!



Leave them with a great impression of you.

"So, what are the features?"



3.0 lbs	1.6 GHz Core 2 Duo
0.16 – 0.76 inches	2 GB memory
13.3 inch display	80 GB hard drive
Full size keyboard	64 GB SSD (option)
Backlit keyboard	802.11n Wi-Fi
Multi-touch gestures	Bluetooth 2.1 + EDR
iSight	Magneto

And then, in the conclusion of his famous presentation, he lists everything he's



Organizing a Pitch/Presentation

- 1. TELL WHAT** you're going to say
- 2. TELL MORE:** details & evidence

evidence that make your product stand out.

3. TELL AGAIN what you said

- Summarize
- Leave a ***STRONG, POWERFUL message*** about you/product



Summarize your main points and
leave them with a strong,

Introduction Body Conclusion

do I have the three tells,
intro, body, conclusion?





WORD STRESS
helps others understand
what you are saying

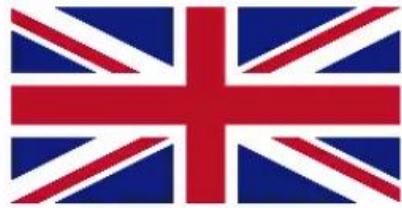
it is your word stress that helps
people understand what you are saying.



WORD STRESS
varies
making the words
sound different



some of the word stress varies making
those words sound completely different.



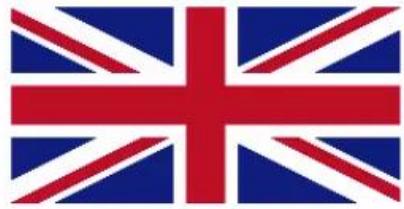
garage



garage

*garage: a building or shed for housing a motor vehicle or vehicles

For example, this word is
pronounced garage in America, but



garage

garage



garage

Word Stress

Stress 1 SYLLABLE in every word

- *Compound Nouns*
- *Similar Nouns & Verbs*
- *Suffixes*



First, regular compound nouns,

Compound Nouns

word + word combination

- **1 word:** *basketball, network*
- **2+ words:** *driver's license*

Others are two or more separate words
like, driver's license or coffee cup.

Compound Nouns

basketball, network

driver's license, coffee cup

Yes, on the first word
of each compound noun.

Compound Proper Nouns

Names of a person, place, thing

These are the names of
a particular person, place, or

Press Esc to exit full screen

Compound Proper Nouns

Names of a person, place, thing

Georgia Tech

Delta Airlines

compound proper nouns receive
stress on the last segment.

Compound Proper Nouns

New York City

Martin Luther King

The Golden Gate Bridge

The stress is always on the last word.

Listen to a few, New York City, Martin
Luther King, The Golden Gate Bridge.

Nouns VS Verbs

He **records** his speeches.

I keep a **record** of all the money I spend.

I will **present** my speech next week.

My friends gave me a **present** on my birthday.

What's the difference between
the nouns and the verbs?

NOUNS	VERBS
<u>conduct</u>	<u>conduct</u>
<u>progress</u>	<u>progress</u>
<u>contract</u>	<u>contract</u>
<u>object</u>	<u>object</u>
<u>permit</u>	<u>permit</u>
<i>Stress 1st Syllable</i>	<i>Stress 2nd Syllable</i>

and the second syllable in the verbs.

Suffixes

Group of letters at the end of a word

drive + r = ***driver*** (*verb to noun*)

good + ness = ***goodness*** (*adjective to noun*)

Suffixes

- ity, -ion, -ic, -ical, -ian

Stress moves to the syllable BEFORE the suffix

major + **ity** = **majority**

economy + **ic** = **economic**

electric + **ian** = **electrician**

educate + **ion** = **education**

mechanism + **ical** = **mechanical**

Sentence Stress

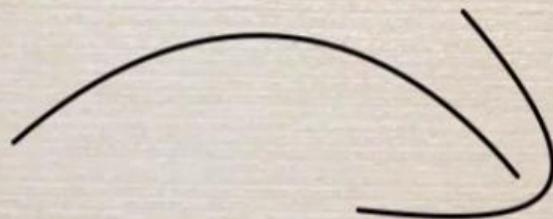
- Stress CONTENT WORDS

ta **TA** ta **TA** ta **TA**



By doing this you create the rhythm
of English, ta Ta ta Ta ta Ta.

Intonation



- at the end of statements and WH questions
- at pauses



Pauses and full stops are also very important when you are speaking.