Infosys®

BUSINESS ENGLISH
HIGH LEVEL DESIGN DOCUMENT

Building
Tomorrow's Enterprise

1. English Lab

1.1. Course Objective

Sl. No.	Objective	Demonstrable knowledge / skills
1.	Practice all aspects of Language skills required for a global professional. Gain insight into the basic aspects of reading, writing, listening and speaking dimensions of English	Ability to demonstrate the aspects in a proficiency level expected by an organization.
2.	Practice language skills to eliminate errors in pronunciation and sentence construction	Ability to construct sentences and practice it in daily interactions
3.	Gain a functional understanding of basic English grammar and vocabulary.	Ability to understand basic English grammar and be able to use it correctly in daily interactions

1.2. Overview

The course attempts to make the participants aware of the primary skills and sub skills involved in using English effectively at the corporate workplace with a global presence.

The course will provide practice and guidance to enhance English language skills to the proficiency level expected by Infosys.

1.3. Stated Needs

Infosys recruits around 18000-20000 new engineering graduates every year. Vast numbers of those joining the Infosys workforce now are from tier II and III towns, and though they are technically good, many of them lack knowledge of English.

In order to get the newly recruited graduate engineers industry ready and prepare them for their roles in the business units, it is imperative to develop not only their professional competencies that are essential for their success in today's workplace but also their language proficiency in English. The ability to communicate in fluent English will provide them an edge and enable them to face the work situation with confidence and effectively handle challenges when they join an organization.

1.4. Learner Profile

Engineering Graduates right after college.

1.5. Course Scope

Following topics shall be covered in this course:

1. Reading
2. Writing
3. Grammar
4. Vocabulary
5. Listening
6. Speaking

1.6. Course Objectives

Sl#	Behavioural Learning Objective	Learning Level (*as per Kirk Patrick's levels of evaluation)	Demonstrable knowledge/skills
1.	To be able to use correct grammar in their spoken and written communication	3	Speak and write in English with minimal grammatical errors
2.	To be able to articulate ideas with fluency	3	Speak with fluency and clarity in a structured manner
3.a.	To be able to choose and use right words based on context	3	Enhanced business vocabulary and use of appropriate words to convey the right message.
3.b.	Develop awareness of Infosys business terms and glossary.	2	Use Infosys business words with ease and build knowledge of Infosys terms and glossaries.
4.	To be able to listen and comprehend information given by native and non- native speakers.	3	Comprehend with complete clarity face to face as well as voice messages of different accents.
5.	To be able to write e-mails and notices without errors.	3	Write emails, reports and essays using 4 different writing styles
6.	To be able to interpret instructions by applying reading techniques.	3	Read and interpret information within a given passage using the most suitable technique.

1.7. Course Design

SL#	Unit name	Unit objectives and keywords	Lecture Duration (Hrs.)
1.	Grammar	Will exhibit • Knowledge of basic to mid- level English grammar w.r.t speaking and writing. • Awareness of the word order, sentence construction and proper placing of subject and verbs. • Knowledge of different parts of speech and how to use these parts effectively in	6

		sentences. • Complete understanding of the use of tense in their communication and ability to use the right tense in a given context • Awareness of the use of right articles and adjectives to give complete sense to a sentence. • Application of the rules of subject verb agreement in the construction of sentences both spoken and written. • Ability to identify and use the proper prepositional words and phrases in context to the matter being communicated. • Recognition of the voice of a sentence and converting a sentence from active to passive voice and vice versa	
2.	Speaking	Will be able to • Use intonation in their spoken communication to add greater clarity to the message. • Stress upon the right word or syllable in accordance with the rules of phonetics. • Avoid the use of Indianism words in their spoken and written communications. • Use the concepts of small talk, giving and receiving feedback and handling complaints effectively to nurture effective interpersonal relationships with colleagues and customers. • Effectively converse over telephone using the protocol and etiquettes of telephone conversation. • Apply the right pronunciation techniques in alignment to specific words to ensure clarity in speech.	6
3.	Vocabulary	Will exhibit • Comprehension of word concepts such as synonyms, homonyms, oxymoron and their effective use in communication. • Comfort and confidence in using Idioms and phrase and other complex vocabulary in their business communication. • A wide repertoire of business vocabulary that can be used in everyday workplace. • Understanding of the origin of word, word roots, prefixes, suffixes etc. to enhance their fluency in spoken English.	4
4.	Listening	Will be able to • Listen and comprehend both native and non-native speakers with clarity. • Develop the ability to listen actively to their	3

		colleagues and customers using Active Listening skills. • Exhibit ability to listen and correctly interpret various types of information (data, graphic, verbose) either visually or through auditory mediums. • Listen, focus, interpret and respond to telephone conversations to ensure clear and correct communication.	
5.	Writing	Will exhibit • Ability to write in English using the right concepts of grammar with minimal errors. • Ability to identify different writing styles and respond in a similar style to their audience. • Capability to write notices & memos and reports following the rules of both grammar and writing. • Ability to write error free and effective business emails in response to various situations keeping the context in line and following the etiquettes of email writing. • Understanding of the conventions and hallmarks of good business writing by applying it in their everyday written communications.	8
6.	Reading	Will be able to • Use the techniques of skim, scan and intensive reading to quickly arrive at the most suitable method of data retrieval. • Identify the right reading technique to be used for a particular purpose and thus be more effective and efficient in their reading comprehension. • Use all the three levels of comprehension (literal, interpretive and applied) keeping the specific text and purpose in mind. • Identify the level of comprehension required for a particular piece of written data, thus optimizing on efficiency and effectiveness.	3

1.8. References

- Cambridge ESOL
- BEC Preliminary, Vantage and Higher
- TED tapes