

Business English Upper Intermediate (B2) course is designed for business professionals and students at Upper Intermediate level, who want to improve their English in a business context. Business English uses the course book '**Business Result Upper Intermediate 2<sup>nd</sup> ed**' (Oxford) that aims to develop your communication skills at work. Each course also includes writing tasks using language focused on in class.

During the course you will develop English language skills for:

- Socialising within a business context
- Meetings
- Presenting
- Exchanging information
- Writing business emails

Our Business course consists of four courses which can be completed in any order. Teachers will use their experience and expertise to adapt materials to suit your needs and business context, adding more challenge or support as necessary.

**Business English Upper Intermediate -A  
Units 1-4**

- **Socialising:** Making small talk, exit a conversation politely, talk about motivation at work, use questions to develop conversation
- **Exchanging information:** Introducing yourself by email, making a follow-up call to arrange a meeting, exchange contact details, talk about first impressions
- **Presenting:** Present an idea, product or service, thank someone and respond to thanks
- **Meetings:** Asking for and giving an update in a meeting, catching up with colleagues, making suggestions, talk about managing projects
- **Writing:** Formal business emails

**Business English Upper Intermediate - B  
Units 5-8**

- **Exchanging information:** Dealing with customers, reassuring and sympathizing, use direct and indirect questions to deal with customers
- **Meetings:** Participating in a decision-making meeting, talk about social plans, talk about improving services and facilities
- **Presenting:** Explaining plans and arrangements, inviting and recommending, talk about ethical business, presenting factual information, talk about outsourcing
- **Writing:** Formal business emails

**Business English Upper Intermediate - C  
Units 9-12**

- **Socialising:** Asking about work and life, asking for a favour, avoid saying 'no', being negative diplomatically, dealing with situations on the phone
- **Meetings:** Negotiating solutions, making and requesting to quick requests, negotiate a secondment, explaining procedures, teleconferencing
- **Presenting:** Presenting future activities and developments, talk about change
- **Writing:** Formal business emails

**Business English Upper Intermediate -D  
Units 13-15**

- **Socialising:** Talk about taking time off, talk about cultural differences, talk about films, TV and books, making people feel relaxed
- **Exchanging information:** Asking for and explaining factual and numerical information, talk about numbers and trends, narrating past events, giving explanations
- **Meetings:** Discussing and evaluating performance, talk about hypothetical past events, talk about staff appraisals
- **Presenting:** Presenting a personal case, review your situation at work,
- **Writing:** Formal business emails