

course syllabus

dealing with people

- 01 How to **ask for something** ○
- 02 How to **make a suggestion** ○
- 03 How to **react to suggestions** ○
- 04 How to **praise** ○
- 05 How to **criticize** ○
- 06 How to **show how to do something** ○
- 07 How to **delegate** ○
- 08 How to **compromise** ○

projects

- 09 How to **plan** ○
- 10 How to **update on progress** ○
- 11 How to **report success** ○
- 12 How to **make excuses** ○
- 13 How to **justify change** ○
- 14 How to **deal with people off-site** ○
- 15 How to **announce a new product** ○
- 16 How to **feed back on a project** ○

meetings

- 17 How to **present an idea** ○
- 18 How to **agree and disagree** ○
- 19 How to **use vague language** ○
- 20 How to **run a meeting** ○
- 21 How to **defend an idea** ○
- 22 How to **speak to a group** ○
- 23 How to **structure a talk** ○
- 24 How to **interrupt** ○

socializing

- 25 How to **meet for the first time** ○
- 26 How to **catch up** ○
- 27 How to **tell a story** ○
- 28 How to **describe someone else** ○
- 29 How to **make, accept, and decline offers** ○

telephoning

- 30 How to **survive on the phone** ○
- 31 How to **phone around** ○
- 32 How to **order, and check an order** ○
- 33 How to **discuss documents on the phone** ○
- 34 How to **complain on the phone** ○

email

- 35 How to **write emails for the first time** ○
- 36 How to **write a formal email** ○
- 37 How to **be friendly in an email** ○
- 38 How to **explain in other ways** ○
- 39 How to **write forceful emails** ○

travel

- 40 How to **book** ○
- 41 How to **check in and check out** ○
- 42 How to **check a route** ○
- 43 How to **eat out** ○
- 44 How to **ride in taxis** ○