

# course syllabus

## managing people

- 01 How to **be assertive** ○
- 02 How to **train someone** ○
- 03 How to **evaluate someone** ○
- 04 How to **interview someone** ○
- 05 How to **be supportive** ○
- 06 How to **motivate someone** ○
- 07 How to **be an intermediary** ○

## managing projects

- 08 How to **plan a project** ○
- 09 How to **discuss resources** ○
- 10 How to **discuss budgets** ○
- 11 How to **discuss problems** ○
- 12 How to **update** ○
- 13 How to **give feedback on a project** ○

## meetings and presentations

- 14 How to **link ideas in a presentation** ○
- 15 How to **highlight key info** ○
- 16 How to **respond to questions** ○
- 17 How to **improvise in a meeting** ○
- 18 How to **lead a meeting** ○
- 19 How to **brainstorm ideas** ○
- 20 How to **reach a conclusion** ○
- 21 How to **follow up a meeting** ○

## socializing

- 22 How to **make small talk** ○
- 23 How to **tell a story** ○
- 24 How to **host a formal event** ○
- 25 How to **gossip** ○
- 26 How to **make a speech** ○
- 27 How to **show someone round** ○

## telephoning and email

- 28 How to **get through to the right person** ○
- 29 How to **make conference calls** ○
- 30 How to **give technical instructions** ○
- 31 How to **be concise in an email** ○
- 32 How to **be formal in an email** ○
- 33 How to **be clear in an email** ○
- 34 How to **check instructions** ○

## working internationally

- 35 How to **make arrangements** ○
- 36 How to **present yourself in an interview** ○
- 37 How to **negotiate** ○
- 38 How to **talk about best practice** ○
- 39 How to **report back on a trip** ○
- 40 How to **write a report** ○

## challenges

- 41 How to **use phrasal verbs** ○
- 42 How to **understand fast speech** ○
- 43 How to **improve your pronunciation** ○
- 44 How to **understand different Englishes** ○

discussion bank 92-97

reading bank 98-109

listening bank 110-115

grammar bank 116-121

listening script 122-144