

**INTER AMERICAN UNIVERSITY OF PUERTO RICO  
GUAYAMA CAMPUS**

**BACHELLOR IN ARTS IN OFFICE SYSTEMS ADMINISTRATION**

**SYLLABUS**

- I. TITULO DEL CURSO : Interactive Business Communication in English
- Código y Número : OMSY (ADSO) 3500
- Credits : (3)

**II. COURSE DESCRIPTION**

Development of oral communication skills and the effective use of business vocabulary. Oral practice in simulations of office situations with the goal of improving pronunciation in the English language and reducing obstacles in communication. Technological resources to develop and reinforce oral communication skills. Requires 45 hours of instruction. Prerequisites: GEEN 1103 or its equivalent and OMSY 3040.

**III. TERMINAL AND ENABLING OBJECTIVES:**

The student will:

1. Demonstrate ability to effectively speak in the English language.
  - 1.1 develop and reinforce proficiency in the English language by efficiently using online and traditional resources to look up vocabulary commonly used in the office setting.
  - 1.2 memorize and use terminology commonly used in office situations.
  - 1.3 use correct vocabulary and expressions in different business situations to reinforce the ability to write and speak in complete sentences and in a clear and logical manner.
2. Demonstrate listening, speaking, reading, and writing skills.
  - 2.1 develop a basic proficiency in using the language with emphasis in oral communication.
  - 2.2 listen and follow classroom instructions and explanations in the English language.
  - 2.3 develop listening skills by carefully listening to online dialogues, use of CD's, listening to the teacher, listening to recordings and others.
  - 2.4 demonstrate ability to understand others in conversations concerning daily life and office settings such as interviews by replying in an appropriate manner.
  - 2.5 appropriately respond to spoken English in different office situations such as: answering the telephone, making introductions, attending meetings, and others.

2.6 speak English with an acceptable pronunciation and intonation to describe topics concerning his/her experience in office and daily life situations.

2.7 write simple notes.

3. Demonstrate critical thinking abilities

3.1 reinforce critical thinking through observation and analysis of how language choices in speaking may affect the way others think.

3.2 apply critical thinking through the study of cases concerning office situations.

4. Prepare an oral and visual presentation in the English language.

4.1 compose a written report that informs others about a subject concerning the student's area of interest.

4.1.1 prepare an oral and visual presentation.

5. Demonstrate positive attitudes and traits that will let him/her effectively adapt to the social and business environment.

5.1 demonstrate positive attitudes and traits such as initiative, responsibility, punctuality, desirable interpersonal skills, decision-making, time management and ability for teamwork, among others.

#### IV. CONTENTS

##### A. PERSON TO PERSON

Meeting people for the first time

Finding out about work routines

Being sensitive to other people's customs, culture and behaviour

Offering to help, making requests, asking permission

Dealing with communication difficulties

##### B. PHONE CALLS

Answering the phone, making a good impression on the phone

Understanding numbers and details, Making notes, Checking your notes

Taking long messages, Leaving messages

Preparing to make a phone call, Making different kinds of calls

Dealing with problems on the phone

##### C. WRITING

Sending and receiving e-mail messages

Writing simple sentences and phone messages

Sorting out problems

##### D. EXCHANGING INFORMATION

Asking questions and giving answers, Speaking politely

Asking about details, specifications, numbers, and prices

Asking follow up questions, Answering difficult questions  
Arranging appointments and meetings  
Avoiding misunderstandings, dealing with cultural differences  
Dealing with problems with orders  
Preparing and giving a presentation

#### E. MEETINGS

Different kinds of meetings, Discussing ideas and exchanging opinions  
Participating in one to one meetings  
Working with an agenda, Taking part in larger meetings with a chairperson  
Taking part in negotiations  
Different styles of negotiating  
Simulating a series of meetings

#### F. VISITORS

Receiving visitors, Making people feel at home, Giving and receiving gifts  
Small talk, Socializing, Building professional relationships  
Deciding where to eat, Table manners in different countries  
Explaining routes, Suggesting free time activities  
Arranging hotel accommodation, Staying in a business hotel  
Dealing with travel and accommodation problems, Advising people what to do

#### V. ACTIVITIES

A. Prepare and practice constructive dialogues  
B. Deliver oral and visual presentations about a topic of interest  
C. Use the On-Line system, Internet and other resources for research  
D. Use films, videos, slide projectors, tape recorder and CD players  
E. Use the computer to deliver presentations  
F. Use chats on the Internet  
G. Use E-Mail for communication  
H. Record presentations

#### VI. ASSESSMENT

Pre-test  
Exams  
Projects  
Short tests  
Assignments  
Portfolio  
Post-test  
Course Assessment

#### VII. SUGGESTED TEXTBOOK

A. Textbook

WORKING IN ENGLISH  
Student's Book (ISBN 0 521 77684 8)  
by Leo Jones  
Cambridge University Press  
2002

- B. ADDITIONAL RESOURCES  
Teacher's Guide (ISBN 0521 77683 X)  
Personal Study Book with Audio CD  
Student's Book Audio Cassette Set  
Student's Book Audio CD Set  
Video (PAL)  
Video (SECAM)  
Video (NTSC)  
Handouts and exercises prepared by the professor.

## VIII. EDUCATIONAL RESOURCES

Audiovisual Resources  
Personal Computer  
Recorders  
Overhead projectors  
Slides projectors  
CD ROMS

### ELECTRONIC RESOURCES:

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1. Everyday English in Conversation  
<http://www.focusenglish.com/dialogues/communication/getthru1.html>
2. Conversation:  
<http://www.rong-chang.com/book/>
3. Doctor's Appointment  
<http://www.esl-lab.com/office/offrd1.htm#pre>
4. Telephone Conversation:  
<http://www.esl-lab.com/tc1/tc1.htm>
5. Everyday Activities:  
<http://www.esl-lab.com/schedule/schedrd1.htm>
6. Tell me about yourself.  
<http://www.esl-lab.com/selfintro/selfintrord1.htm>
7. Vocabulary

<http://perso.wanadoo.fr/yvanbaptiste/audioglob/index.htm>

8. Listen to this vocabulary:  
<http://perso.wanadoo.fr/yvanbaptiste/globish/0130cor.html>
9. Listen to the words and write them:  
<http://perso.wanadoo.fr/yvanbaptiste/globish/0130test.html>
10. Listen to this vocabulary:  
<http://perso.wanadoo.fr/yvanbaptiste/globish/3160cor.html>
11. Spelling on the phone:  
<http://perso.wanadoo.fr/yvanbaptiste/phone/index.html>
12. Situations: <http://www.thewclc.ca/edge/>
13. Travel Arrangements:  
<http://www.esl-lab.com/flight/flightrd1.htm>
14. Introductions:  
<http://www.esl-lab.com/intro2/intro2.htm>
15. Introductions:  
<http://www.esl-lab.com/intro1/intro1.htm>
16. Hotel Reservations:  
<http://www.esl-lab.com/hotel1/hotel1.htm>
17. Conversation questions.  
<http://iteslj.org/questions/>
18. Listen to Movie clips  
<http://perso.wanadoo.fr/michel.barbot/hotpot/movies.htm>
19. Pronunciation:  
<http://cla.univ-fcomte.fr/english/sites/pron.htm>
20. Cambridge Dictionaries Online: <http://dictionary.cambridge.org/>
21. One Look Dictionary: <http://www.onelook.com/>
22. Merriam\_Webster Online Dictionary: <http://www.m-w.com/>
23. WordReference: <http://www.wordreference.com/es/index.htm>

## IX. COURSE EVALUATION

Students' proficiency in communication will be measured based on the following suggested criteria

A. Quizzes and assignments	10%
B. Oral presentations	40%
C. Oral and written tests	20%
D. Final oral presentation	30%

**TOTAL      100%**

## X. BIBLIOGRAPHY

Argenti, P.A. & Forman, J. (2002). *The Power of Corporate Communication: Crafting the Voice and Image of Business*. McGraw-Hill.

Clark, J. L. & Clark, L.R. (2003). *How 10 : Handbook for Office Professionals (How 10: Handbook for Office Workers)*. (10 Ed.). South-Western College Pub.

Ellison, P.T., & Robert B. (2002). *Business English for the 21st Century*. (3rd Ed.) Prentice Hall.

Guffey, M. E. (2003). *Essentials of Business Communication* (6th Ed.) Bk&Cdr South-Western Educational Publishing.

Jaderstrom, S. & Miller, J. (2003). *Business English at Work, Text Workbook*. (2nd ed.) McGraw-Hill/Irwin.

Loewy, D. & Rizkallah, T. (2001). *Writer's On-line Workshop: Your Complete Business Communication and Business English Interactive Resource, Bookstore Certificate (CD-ROM)*. Bk&CD-Rom. South-Western Educational Publishing.

Patterson, K.; Grenny, J.; McMillan, It; Switzler, A. & Covey, S.R. (2002). *Crucial Conversations: Tools for Talking when Stakes are High*. McGraw-Hill Contemporary Books.

Richards, J. & Proctor, S. (2004). *New Interchange Workbook #1*. (3<sup>rd</sup>. Ed.). New Cambridge University Press.

Walker, D. M. Walker, T. & Schmitz, J. (2002). *Doing Business Internationally, : The Guide to Cross-Cultural Success*. (2nd Ed.). McGraw-Hill Trade.

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