

# Teaching Business English Online Adapting to the Online Environment

BE UK 2017

Jack Spencer Prince



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English Online

# Why Online?



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- flexibility
- discipline
- visa issues
- qualified teachers
- economy
- authentic experience
- client retention

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# The Differences

Online vs. Physical

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# Online vs. Physical

- the technology
- turn taking
- body language
- lesson format
- concentration
- personality

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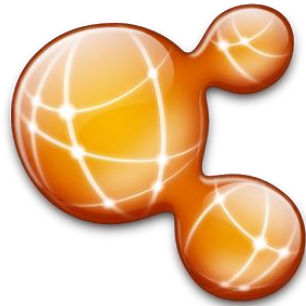
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# The Technology

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# Platforms



Cisco  
webex



WizIQ





## The Pods

- Share Pod
  - The Whiteboard
  - File share
  - Video / audio
- Notes Pod
- Polls
- File transfer
- Q & A
- Web Links



# The Pods

Whiteboard 1

Stop Sharing

Past Simple

Present Perfect

Past Perfect

Color

Size

1 100%

# The Pods

Have you ever taught online? ☰

Multiple Choice ▼ Open

**Question**

Have you ever taught online?

**Answers (One per line)**

Yes  
No

# The Pods

Have you ever taught online?

View Votes Edit End Poll

Have you ever taught online?

<input checked="" type="radio"/> Yes	<div style="width: 100%; height: 10px; background-color: blue;"></div>	100%	(1)
<input type="radio"/> No	<div style="width: 0%; height: 10px; background-color: gray;"></div>	0%	(0)
<input type="radio"/> No Vote			

Broadcast Results



# The Pods

30-day challenges

Draw Stop Sharing

0:00:29 / 0:03:27

Video

Start My Webcam

Attendees (1)

Active Speakers

Start Breakouts

Main Meeting (1)

JACK PRINCE

- Breakout 1 (0)
- Breakout 2 (0)
- Breakout 3 (0)

Notes 90

WORDLIST: But By For In about at before but by for from in like of out to until up with

00:11 A few years ago, I felt \_\_\_ I was stuck \_\_\_ a rut, so I decided \_\_\_ follow \_\_\_ the footsteps \_\_\_ the great American philosopher, Morgan Spurlock, and try something new \_\_\_ 30 days. The idea is actually pretty simple. Think \_\_\_ something youve always wanted \_\_\_ add \_\_\_ your life and try it \_\_\_ the next 30 days. It turns \_\_\_ 30 days is just \_\_\_ the right amount \_\_\_ time \_\_\_ add a new habit or subtract a habit ---- \_\_\_ watching the news ---- \_\_\_ your life.

00:42 There's a few things I learned while doing these 30-day challenges. The first was, instead \_\_\_ the months flying \_\_, forgotten, the time was much more memorable. This was part \_\_\_ a challenge I did \_\_\_ take a picture every day \_\_\_ a month. And I remember exactly where I was and what I was doing that day. I also noticed that as I started \_\_\_ do more and harder 30-day challenges, my self-confidence grew. I went \_\_\_ desk-dwelling computer nerd \_\_\_ the kind \_\_\_ guy who bikes \_\_\_ work. \_\_\_ fun!

01:14 (Laughter)

01:16 Even last year, I ended \_\_\_ hiking \_\_\_ Mt. Kilimanjaro, the highest mountain \_\_\_ Africa. I would never have been that adventurous \_\_\_\_ I started my 30-day challenges.

Chat (Everyone)

Everyone

## CLOZE TEST

Paste your text below:

- Text only    Interactive  
 Clues    No clues

**Submit Query**

clue:

- every  words
- articles
- prepositions
- link words
- auxiliaries
- wh- words
- quantifiers
- modals
- let me choose

# Breakout Rooms

This screenshot shows the Microsoft Teams interface with the Attendees list expanded. At the top, there are icons for a list, a grid, and a person. Below these is a section labeled "Active Breakout Room View" with a close button. A "Start Breakouts" button is visible with a refresh and plus icon. The list is organized under "Main Meeting (1)" and includes "JACK PRINCE" and three breakout rooms: "Breakout 1 (0)", "Breakout 2 (0)", and "Breakout 3 (0)". A chat window for "Chat (Everyone)" is visible at the bottom.

This screenshot shows the Microsoft Teams interface with the Attendees list expanded. A "Share" button is visible on the right. The "Active Speakers" section is highlighted. The "Start Breakouts" button is visible with a refresh and plus icon. The list is organized under "Main Meeting (1)" and includes "JACK PRINCE" and three breakout rooms: "Breakout 1 (0)", "Breakout 2 (0)", and "Breakout 3 (0)". A context menu is open over the breakout rooms, listing "Main Meeting", "Breakout 1", "Breakout 2", and "Breakout 3". A chat window for "Chat (Everyone)" is visible at the bottom.

# The Lesson Format

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- Time difference
- Extensive vs. Intensive

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# Blended Learning

Training



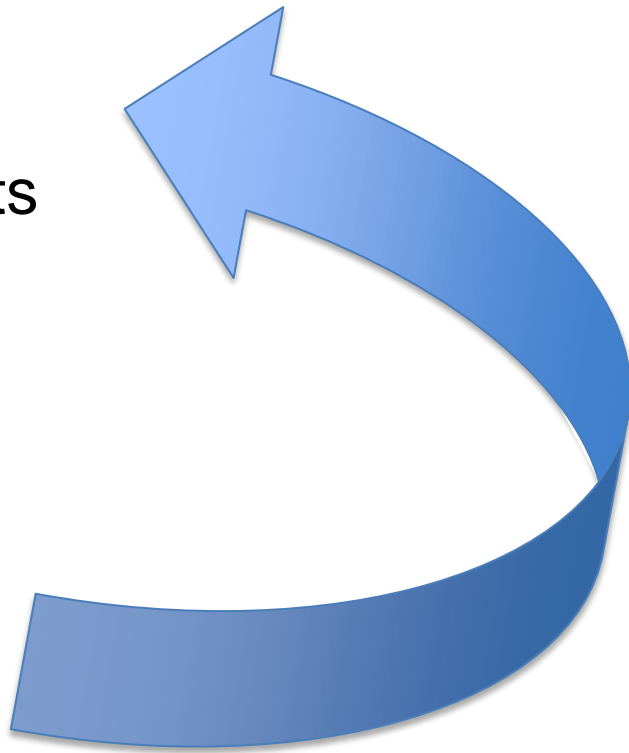
Assignments



Self/study



Review



# The Materials

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**“Civilisation advances by extending the number of important operations which we can perform without thinking of them.”**

Alfred North Whitehead

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# The Materials

- Authenticity
- Adapting materials
- Simulations
- Collaborative Tasks
- Role play
- Critical thinking / problem solving
- Discussions

# Document types & Sequences

- Reminders
- Appointments
- Quotations
- Offers
- Proposals (counter-proposal)
- Reports
- Enquiries (replies)
- Applications
- Orders
- Complaints
- Reservations
- ...

# Role play / Simulations

**The scenario:**

**The players:**

**Level of formality:**

**Background for sender:**

**Background for recipient:**

**Additional information:**



# stages of the simulation

Group briefing

Individual briefings

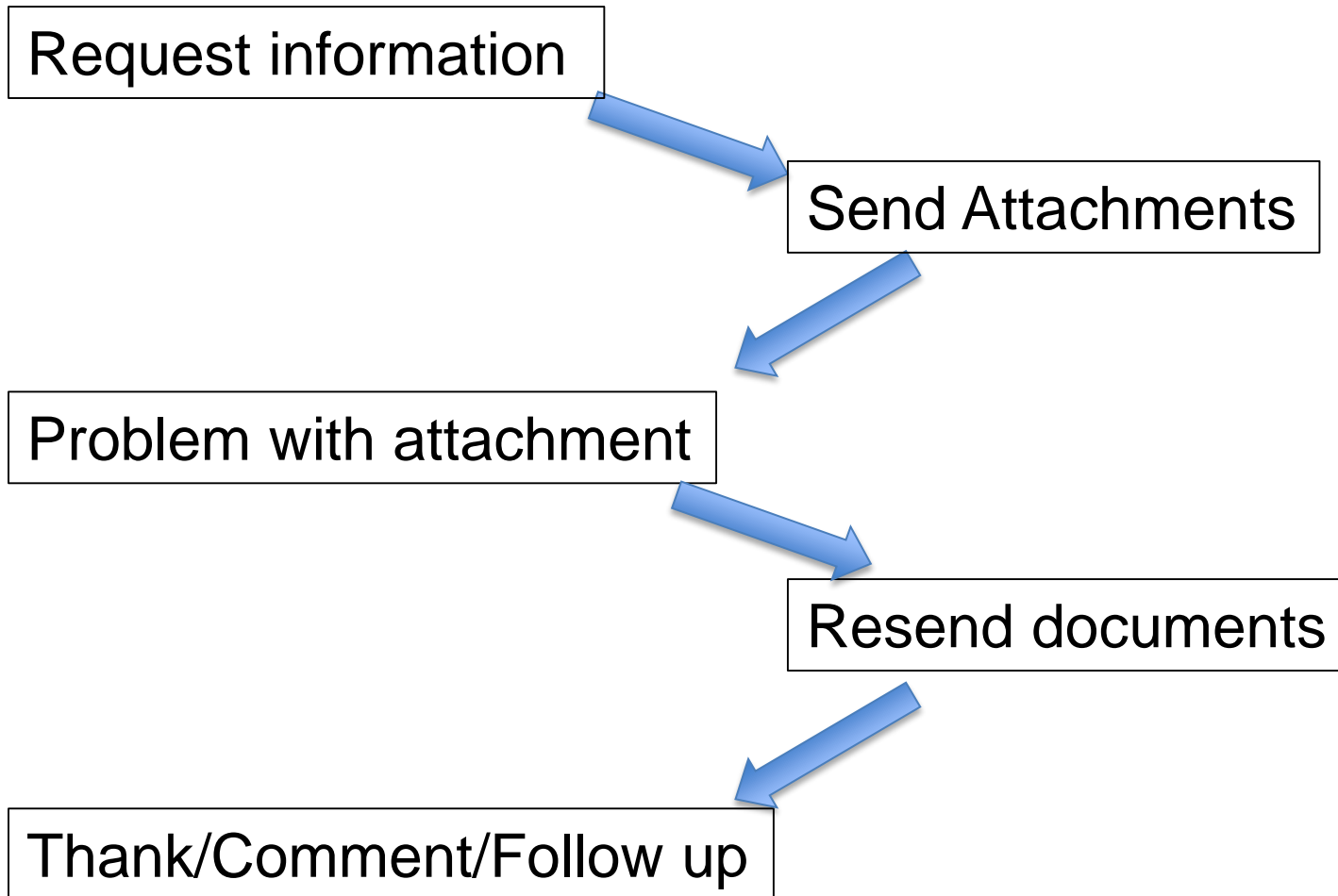
Simulation

Group debrief

Review language



# Attachments



### Role Play template

11               

The scenario:

The players:

Level of formality:

Background for sender:

Background for recipient:

Additional information:

### Notes

#### Email 5 - Thank/Follow Up

11               

THANKING / FOLLOW UP  
Thanks · sending · again · I · able · open · this time ·

### Video

Start My Webcam

#### Attendees (1)

Active Speakers

End Breakouts

Main Meeting (1)

- JACK PRINCE
- ▶ Breakout 1 (0)
- ▶ Breakout 2 (0)
- ▶ Breakout 3 (0)

### Attachments.pptx

Draw       Stop Sharing      

## Attachments

```
graph TD; A[Request information] --> B[Send Attachments]; B --> C[Problem with attachment]; C --> D[Resend documents]; D --> E[Thank/Comment/Follow up];
```

         Sync

### Chat (Everyone)

Everyone

### Q & A

Notes

11

Email 5 - Thank/Follow Up

Email 4 - Resend Attachment

Email 3 - Problem

Email 2 - Send Attachment

Email 1 - Request Attachment

11

**T** *T* T ■ ☰

REQUESTING  
Writing .. see · help me .. Happen · have copy · slides · last week's  
presentation .. Appreciate · send · copy. Also · let have figures ·  
2015 .. Send · Friday · latest  
Appreciate · help · this.  
Thank · advance · your help · this matter.

Video

te

H

P

P

## **Preparation**

In your group think of a product you wish to purchase.

**PRODUCT** \_\_\_\_\_

Now write to the manufacturer/supplier.

- **AN ENQUIRY** (customer)
- **REPLY TO AN ENQUIRY**(supplier)
- **REQUEST FOR QUOTATION/APPOINTMENT/** (customer)
- **QUOTATION** (supplier)
- **COUNTER-PROPOSAL** (customer)
- **REPLY TO AN OUNTER-PROPOSAL**(supplier)
- **AN ORDER** (customer)
- **DISPATCH ADVICE / INVOICE** (supplier)
- **A COMPLAINT** (customer)
- **REPLY TO A COMPLAINT / APOLOGY / PROMISE ACTION** (supplier)

# Reformulation

Informal

**If you've paid it, forget this. If not, pay now!**

Formal

**Should you have settled the account within the last few days, kindly ignore this reminder, otherwise I must ask for your immediate remittance.**

# Sources

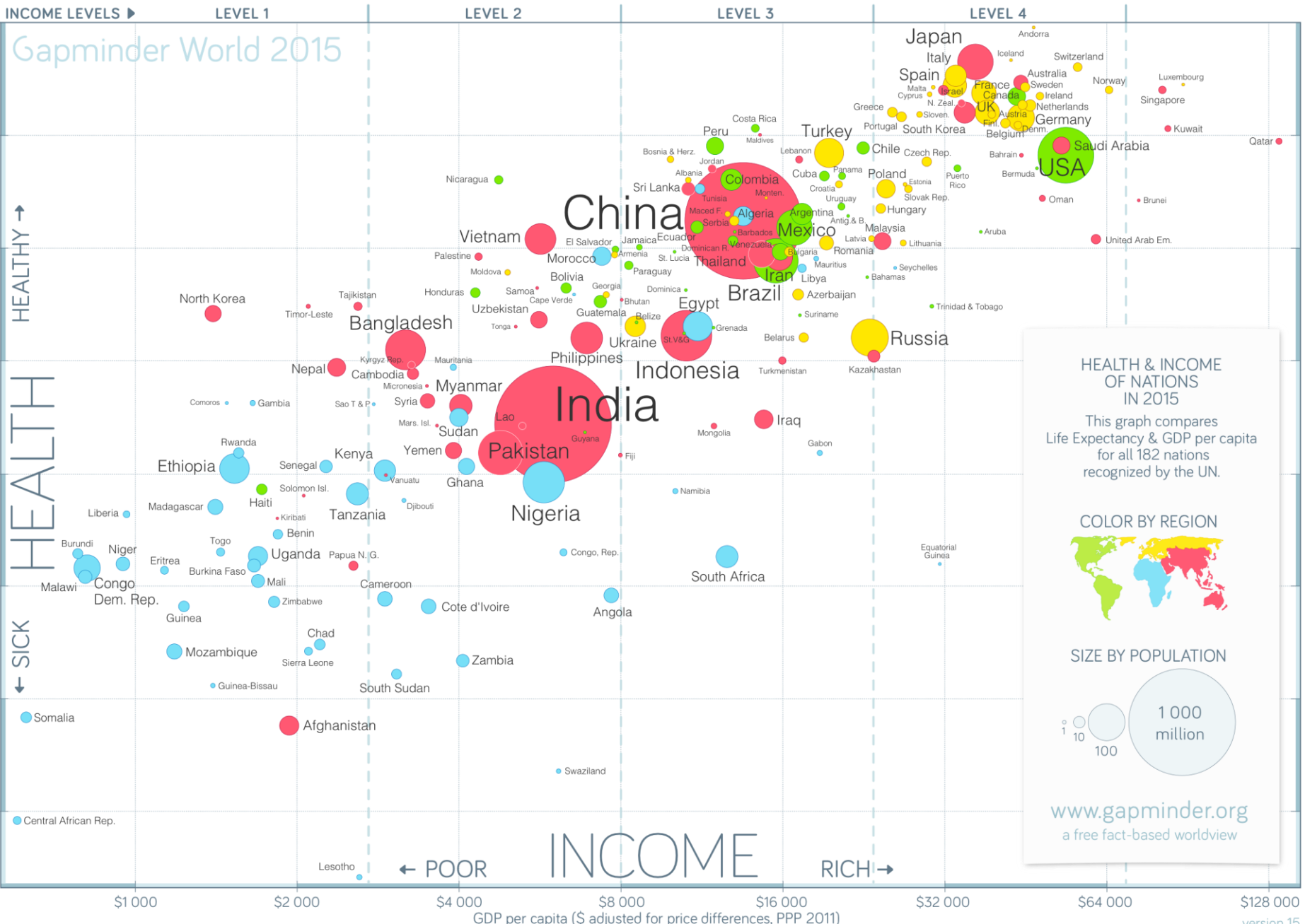
- Company websites (reports, graphs, charts...)
- Authentic correspondence
- Company websites
- TED / TED-Ed
- youtube
- Online newspapers

# Needs analysis

Advertising	Job Fairs	Brochures	Apprentices	Trainees	Treffpunkte		Advertising jobs	Interviews
Workshops	Personnel Marketing	Involvements of functions	MyDAS training	Special Projects		Check personnel planning	Recruitment	Negotiations
Publicity	Agencies					Works Council	Creating job profiles	Selection of applications
Social Plans	Outplaces		Personnel Marketing	Special Projects	Recruitment			
Planning	Headcount reduction		Headcount reduction	HR Manager	Consultancy		Consultancy	
			Caring for personnel	Admin	Dismissals			
Advise on rules & regulations	Consulting on P-issues	Special Cases	Documents	Announcements	Contracts			Works Council
	Caring for personnel	Galaries		Admin	Personnel files		Dismissals	Documentation
Development					Interflex Cards	Check conditions	Writing warnings	[Exit-] Interview with the employee

# Tools





version 15

DATA SOURCES—INCOME: World Bank's GDP per capita, PPP (2011 international \$). Income of Syria & Cuba are Gapminder estimates. X-axis uses log-scale to make a doubling income show same distance on all levels. POPULATION: Data from UN Population Division. LIFE EXPECTANCY: IHME GBD-2015, as of Oct 2016. ANIMATING GRAPH: Go to [www.gapminder.org/tools](http://www.gapminder.org/tools) to see how this graph changed historically and compare 500 other indicators. LICENSE: Our charts are freely available under Creative Commons Attribution License. Please copy, share, modify, integrate and even sell them, as long as you mention: "Based on a free chart from www.gapminder.org".





## Tools

- Vocaroo – <http://vocaroo.com/>
- Audacity – <http://web.audacityteam.org/download/>
- ClipGrab – <http://clipgrab.org/>
- the noun project – <http://thenounproject.com/>
- Anki – <http://ankisrs.net/>
- Mediahuman Audio Converter – <http://www.mediahuman.com/audio-converter/>
- Cloze test creator – <http://l.georges.online.fr/tools/cloze.html>
- Gapminder – [http://www.gapminder.org/tools/#\\_locale\\_id=en;&chart-type=bubbles](http://www.gapminder.org/tools/#_locale_id=en;&chart-type=bubbles)

# Conclusion

Online lessons make business  
sense!

# Perfect English E-mails? Child's play!

Dear Sir Papa,

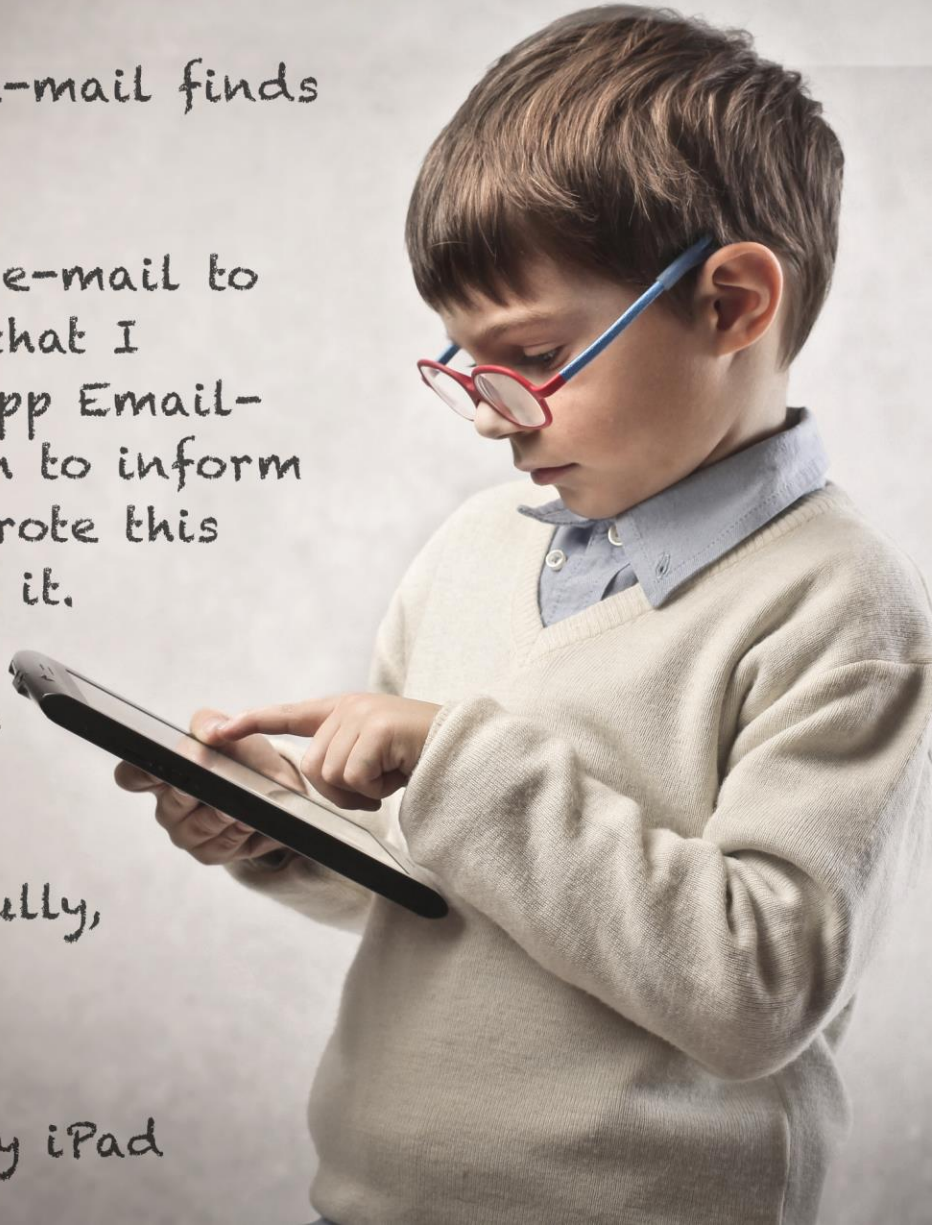
I hope this e-mail finds you well.

Just a short e-mail to inform you that I bought the App Email-Writer. I wish to inform you that I wrote this E-Mail using it.

Speak to you soon.

Yours faithfully,  
Linus

Sent from my iPad



EMAILWRITER