

Let's Do Business Grammar On-Line Edition

Course	Lessons	Units	Hours training
Let's Do Business Grammar	15	80	40

Abacus' course is the first On-Line **Spoken English Grammar** course. Traditional Grammar courses are designed to help learners develop their written language skills. Abacus course designers have created a course that will help learners focus on grammar that can help them develop their **spoken language skills**. There is an emphasis on developing the conversational aspects of **spoken English**. There is a lot of work on appropriacy and politeness strategies of spoken English. Again, exercises are presented in **order of difficulty**, easy to advanced. The exercises have been taken from all of the modules (Meetings, Negotiating, Presentations and Telephoning) in the Let's Do Business series. Learn how to be polite, handle hostile situations and make a positive impression.

The **15 categories** for the Grammar section are (they are listed in order of difficulty);

<ul style="list-style-type: none"> ☞☞ Articles, Determiners & Nouns ☞☞ Verb forms & tenses ☞☞ Adjectives & Adverbs ☞☞ Question forms ☞☞ Modals 	Stage 1
<ul style="list-style-type: none"> ☞☞ -ing & infinitives ☞☞ Conjunctions ☞☞ Pronouns & determiners ☞☞ Conditionals ☞☞ Discourse markers 	Stage 2
<ul style="list-style-type: none"> ☞☞ Understanding people ☞☞ Patterns with the word "what" ☞☞ Reporting Speech ☞☞ Passives ☞☞ Relative clauses 	Stage 3

Minimum Technical Requirements

Microsoft Internet Explorer 4.0 or greater (Netscape version not currently supported); Screen resolution 800x600; Screen Colour density (16-bit colour); 56kbps modem.

LDB Listening & Pronunciation Practice On-Line Edition

Course	Lessons	Units	Hours training
Let's Do Business Listening & Pronunciation Practice	15	75	40

The Listening and Pronunciation Practice course is designed both to help the learner to **understand** the **most frequently used spoken idioms, phrases in business contexts** and at the same time to give them the opportunity to **practice** these frequently used expressions in a relevant context. Again, exercises are presented in **order of difficulty**, easy to advanced. The exercises have been taken from all of the modules (Meetings, Negotiating, Presentations and Telephoning) in the Let's Do Business series. Understand native speakers of English more quickly and learn how to present yourself clearly.

The pronunciation exercises focus on **spoken language at a sentence level** rather than the sounds of specific words. The **15 categories** for the Pronunciation section are (they are listed in order of difficulty and in order of frequency as displayed in a range of corpora);

- ~~⌘~~ Contracted forms of "to have & to be"
- ~~⌘~~ Present simple and present continuous (-ing) forms
- ~~⌘~~ Pronunciation of regular/irregular past forms Stage 1
- ~~⌘~~ Contracted forms of "will & going to"
- ~~⌘~~ Intonation of question forms

- ~~⌘~~ Stressed and unstressed sounds
- ~~⌘~~ Pronunciation of modals
- ~~⌘~~ Intonation of conditionals Stage 2
- ~~⌘~~ Intonation of question tags
- ~~⌘~~ Discourse markers

- ~~⌘~~ Signalling agreement & disagreement
- ~~⌘~~ Confirmation checks & clarification requests
- ~~⌘~~ Common presentation phrases & expressions Stage 3
- ~~⌘~~ Common expressions used at meetings
- ~~⌘~~ Common telephone expressions

Minimum Technical Requirements

Microsoft Internet Explorer 4.0 or greater (Netscape version not currently supported); ActiveX enabled browser; Screen resolution 800x600; Screen colour density (16-bit colour); 56kbps modem for audio but ADSL recommended.

Let's Do Business Vocabulary On-Line Edition

Course	Lessons	Units	Hours training
Let's Do Business Vocabulary	20	80	40

Abacus' Vocabulary course is based on analysis of the **most frequently used words, phrases and idioms in typical spoken business situations** (using the telephone, attending meetings, participating at presentations and buying and selling scenarios) in the English-speaking world (Australian, British and American). In addition, many of the exercises focus on the appropriate use of words, phrases and idioms in a spoken business context. Again, exercises are presented in **order of difficulty**, easy to advanced. The exercises have been taken from all of the modules (Meetings, Negotiating, Presentations and Telephoning) in the Let's Do Business series. Learn how express your ideas clearly and accurately.

The **20 categories** for the Vocabulary section are (they are listed in order of frequency displayed in a range of corpora);

- ☞ Uses of the word "get"
- ☞ Make and Do
- ☞ ed & -ing endings Stage 1
- ☞ High frequency words like "have got", "right", "just"
- ☞ Use of quantifiers

- ☞ Verbs used to express time
- ☞ Words used as substitutes in sentences Stage 2
- ☞ Uses of the verb "to see"
- ☞ Common business terms
- ☞ Affixes

- ☞ Want, need and look for
- ☞ Verbs of speaking
- ☞ Positive words Stage 3
- ☞ Negative words
- ☞ Degrees of certainty & verbs of thinking

- ☞ Infinitive forms and -ing forms
- ☞ Common collocations in business vocabulary
- ☞ Idiomatic phrases Stage 4
- ☞ Phrasal verbs
- ☞ Compound words

Minimum Technical Requirements

Microsoft Internet Explorer 4.0 or greater (Netscape version not currently supported); ActiveX enabled browser; Screen resolution 800x600; Screen colour density (16-bit colour); 56kbps modem.

The Language of Telephoning On-Line Edition

Course	Lessons	Units	Hours training
The Language of Telephoning	7	19	40

The Language of Telephoning is suitable for **lower intermediate learners**. There are seven lessons (19 learning units with related grammar, vocabulary and pronunciation units) a glossary of **1500 words and phrases** related to the language of telephoning. It takes approximately 45 minutes to complete a unit start-to-finish. Studies of telephone conversations show that the majority of calls are made to complain about a problem and try and sort it out. The video stories are chosen for this reason. The video stories reflect **telephoning best practice** in English-speaking cultures.

Lesson	Title	Subject
<u>Lesson 1</u>	<u>Taking Messages</u>	Often the manager does not have to answer the telephone but just in case what is the best practice? Language focus on taking names and correct spelling of names, etc.
<u>Lesson 2</u>	<u>Checking Details</u>	How do you handle the situation when something goes wrong? Ask questions and find out the customer's details. Language focus on past and present perfect tenses.
<u>Lesson 3</u>	<u>Making Plans</u>	You are making arrangements over the telephone. Language focus on future forms and making requests.
<u>Lesson 4</u>	<u>Solving Problems</u>	A company representative tries to resolve a customer's accounts problem. Language focus on clarifying information.
<u>Lesson 5</u>	<u>Fixing Problems</u>	A customer contacts a company to complain about a problem. Language focus on conditionals and making promises.
<u>Lesson 6</u>	<u>Good Communication</u>	You are launching a new product and you are missing some equipment. You have 12 hours to solve your dilemma. Language focus on modal verbs.
<u>Lesson 7</u>	<u>Telesales</u>	Selling on the telephone has become more and more common. The video story demonstrates some best practice techniques. Language of persuasion and questioning style.

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Microsoft Internet Explorer 4.0 or greater (Netscape version not currently supported); ActiveX enabled browser; Screen resolution 800x600; Screen colour density (16bits colour); 56kbps modem for audio; ADSL for video and audio recommended.

The Language of Presentations On-Line Edition

Course	Lessons	Units	Hours training
The Language of Presentations	7	21	40

The Language of Presentations is suitable for **intermediate learners**. There are seven lessons (21 learning units with related grammar, vocabulary and pronunciation units) a glossary of **1500 words and phrases** related to the language of presentations. It takes approximately 45 minutes to complete a unit start-to-finish. The video stories are chosen to highlight **key stages in presentations**, preparation, the opening, handling difficult questions. The video stories reflect **best practice** in English-speaking cultures.

Lesson	Title	Subject
<u>Lesson 1</u>	<u>Opening a Talk</u>	How do you start your presentation? Example of best practice given.
<u>Lesson 2</u>	<u>Selling the Product</u>	How can you sell product? Sell its benefits not its features. This presentation focuses on benefit selling.
<u>Lesson 3</u>	<u>Selling Yourself</u>	You are giving a presentation. Justify your existence. Language focus on passive forms.
<u>Lesson 4</u>	<u>Selling a Concept</u>	Presentations are often used to launch a new product or idea. How do you sell an idea to a hostile group? Language focus on conditionals.
<u>Lesson 5</u>	<u>Selling Techniques</u>	How can you sequence the presentation of your ideas? This video story is a good example of the language you can use to structure your talk.
<u>Lesson 6</u>	<u>Handling Questions</u>	How do you deal with senior management when they start asking difficult questions? The presenter shows his skill at handling questions. Language focus on opinions and beliefs.
<u>Lesson 7</u>	<u>Handling Friction</u>	You are announcing changes to work schedules. How do you handle the staff's concerns? Excellent example of a presenter keeping control of a potentially difficult situation. Language focus on reported speech.

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Microsoft Internet Explorer 4.0 or greater (Netscape version not currently supported); ActiveX enabled browser; Screen resolution 800x600; Screen colour density (16bits colour); 56kbps modem for audio; ADSL for video and audio recommended.

The Language of Meetings On-Line Edition

Course	Lessons	Units	Hours training
The Language of Meetings	4	17	40

The Language of Meetings is suitable for **upper intermediate learners**. There are four lessons (17 learning units with related grammar, vocabulary and pronunciation units) and a glossary of **1500 words** related to the language of meetings. It takes approximately 45 minutes to complete a unit start-to-finish. The video stories are chosen to highlight **key issues in meetings**, preparation, agenda setting, the role of the chair, and conflict management. The video stories reflect business **best practice** in English-speaking cultures.

Lesson	Title	Subject
<u>Lesson 1</u>	<u>Leading Questions</u>	Two managers meet to assess requirements for a new project. Language focuses on future planning.
<u>Lesson 2</u>	<u>Handling Hostility</u>	Focus on handling difficult staff and the language of conflict resolution.
<u>Lesson 3</u>	<u>Effective Meetings</u>	Focuses on chairing a meeting and keeping to agenda items.
<u>Lesson 4</u>	<u>Being a Leader</u>	Focuses on the skill of chairing a meeting and language required to handle difficult situations.

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The Language of Negotiating On-Line Edition

Course	Lessons	Units	Hours training
The Language of Negotiating	8	26	40

The Language of Negotiating is suitable for **upper intermediate learners**. There are eight lessons (26 learning units with related grammar, vocabulary and pronunciation units) and a glossary of **1500 words** related to the language of negotiating. It takes approximately 45 minutes to complete a unit start-to-finish.

The video stories are chosen to highlight **key stages in negotiations**, goal-setting, bargaining, handling objections and closing. The video stories reflect business **best practice** in English-speaking cultures.

Lesson	Title	Subject
<u>Lesson 1</u>	<u>Analysing Needs</u>	Good negotiators try to understand the other party's requirements. Language focus on asking wh-questions.
<u>Lesson 2</u>	<u>Price Objections</u>	There is always an objection to pricing! How can the successful negotiator manage this objection? Focus on the language of requirements.
<u>Lesson 3</u>	<u>Handling Objections</u>	Handling objections is part of the negotiating process. This lesson shows a salesperson managing the objections of a client. She successfully handles his concerns and proposes a solution to his problem. Language of agreeing and disagreeing.
<u>Lesson 4</u>	<u>Hostile Clients</u>	Not all negotiations run smoothly! How do you deal with a situation when one participant loses control? Language focus on promising, etc.
<u>Lesson 5</u>	<u>Solving Problems</u>	Many projects run into problems. How can they be resolved? Successful project managers use special questioning techniques. Language focus on checking understanding.
<u>Lesson 6</u>	<u>Reaching Agreement</u>	Problem-solving is part of the manager's role. Watch the two parties try to resolve their problems and find a win-win solution.
<u>Lesson 7</u>	<u>Meeting To Decide</u>	You are presented with a conflict situation and you watch the participants find a solution. Language focus on modal verbs.
<u>Lesson 8</u>	<u>Meeting To Agree</u>	You see a full negotiation from start to finish. Each unit takes you through a different stage of the negotiating process from opening positions to summarising the deal. Language focus on "what ifs" (conditional forms) and summarising.

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