

National Research Mordovia State University (MRSU)	
Faculty of Foreign Languages	
S Y L L A B U S	
Course Name	Workshops in Oral Business Communication. Part I-IV “Presentation skills” “Employability” “Cross-cultural communication for Global Business” “Negotiations”
Degree Programme	Master of Philology (Track “English for International Business”)
Year of Study	1 year + 2 year
Semester	Autumn
ECTS (36 hrs per ECTS)	3 (108 hrs) +3 (108 hrs)+ 3 (108 hrs)+ 3 (108 hrs)
Instructor(s)	Prof. Olga Safonkina , Associate Professor, Department of English Philology, Faculty of Foreign Languages
Language of Instruction	English
Course Requirements	At least B2 English
Course Overview	<p>The course is intended for postgraduate students interested in the skills of business communications. It covers all four semesters of the Master's programme.</p> <p>Part I considers presentation skills (Semester 1).</p> <p>Part II deals with employability skills training (Semester 2).</p> <p>Part III covers cross-cultural communication in the workplace (Semester 3).</p> <p>Part IV covers negotiation skills (Semester 4).</p> <p>The required level of English is B2.</p>
Learning Outcomes	<p>Upon successful completion of this course, students will be able to:</p> <p>Effective Oral Communication: Demonstrate effective oral communication skills in a business context, including clarity, coherence, and confidence in speech.</p> <p>Presentation Skills: Plan, prepare, and deliver professional business presentations that engage and persuade audiences.</p> <p>Cross-Cultural Communication: Recognize and navigate the complexities of cross-cultural communication in a global business environment, demonstrating sensitivity to cultural differences.</p> <p>Negotiation Skills: Apply negotiation strategies and tactics to achieve favorable outcomes in business negotiations.</p> <p>Interpersonal Skills: Develop strong interpersonal skills for building rapport, managing conflicts, and fostering positive professional relationships.</p>

	<p>Employability Skills: Enhance employability by mastering key communication skills sought after by employers.</p> <p>Critical Thinking: Analyze and evaluate information effectively to support persuasive communication.</p> <p>Feedback and Self-Improvement: Accept constructive feedback, self-assess communication abilities, and implement strategies for improvement.</p> <p>Team Collaboration: Collaborate effectively in group projects, demonstrating the ability to communicate and contribute to team success.</p> <p>Ethical Communication: Practice ethical communication in all business interactions, adhering to principles of honesty and integrity.</p> <p>Technology Proficiency: Utilize technology tools and platforms for effective oral business communication, including virtual meetings and presentations.</p> <p>Professionalism: Demonstrate professionalism in attire, demeanor, and language during business communication scenarios.</p>
<p>Course unit contents</p>	<ul style="list-style-type: none"> • Module 1 (weeks 1-2). Presentation opening and closing. • Module 2 (weeks 3-4). Smooth Structure. Presentation signposts. • Module 3 (weeks 5-6). Voice power. Storytelling techniques. • Module 4 (weeks 7-8). Visual Aids. • Module 5 (weeks 9-10). Facts and figures. Infographics • Module 6 (weeks 11-13). Body language • Module 7 (weeks 15-17). Rapport building. Impact techniques <p>Part II: Employability Skills Training (Semester 2)</p> <p>Resume Building and Interview Techniques</p> <p>Grading Scenario: Students will be evaluated based on the quality of their resume and a mock interview. They will receive feedback on resume improvement and interview performance.</p> <p>Professional Networking and Business Etiquette</p> <p>Grading Scenario: Students will participate in a networking event and submit a reflection on their experiences. They will also complete a quiz on business etiquette.</p> <p>Time Management and Productivity Skills</p> <p>Grading Scenario: Students will set personal career-related goals and track their progress. They will submit a time management plan and a reflection on their goal achievement.</p>

Добавлено примечание ([1]): по рейтинг плану

Отформатировано: Отступ: Слева: 0,06 см, Первая строка: 0 см, многоуровневый + Уровень: 1 + Стиль нумерации: Маркер + Выворачивать по: 0,63 см + Отступ: 1,27 см

Отформатировано: Отступ: Слева: 0 см

	<p>Part III: Cross-Cultural Communication in the Workplace (Semester 3)</p> <p>Understanding Cultural Dimensions</p> <p>Grading Scenario: Students will complete a research project on a specific cultural dimension and its impact on business communication. They will present their findings to the class.</p> <p>Managing Diversity in Multinational Teams</p> <p>Grading Scenario: Students will work on group projects in diverse teams. Their ability to navigate cultural diversity and contribute effectively will be assessed.</p> <p>Global Business Communication Strategies</p> <p>Grading Scenario: Students will develop a global business communication strategy for a fictional company. They will present their strategy, and it will be evaluated based on its cultural sensitivity and effectiveness.</p> <p>Part IV: Negotiation Skills (Semester 4)</p> <p>Principles of Effective Negotiation</p> <p>Grading Scenario: Students will participate in negotiation simulations. Their negotiation skills and ability to apply principles will be assessed based on the outcomes.</p> <p>Conflict Resolution and Mediation</p> <p>Grading Scenario: Students will engage in a role-play scenario involving conflict resolution and mediation. Their effectiveness in resolving the conflict will be evaluated.</p> <p>Advanced Negotiation Scenarios</p> <p>Grading Scenario: Students will work on case studies involving complex negotiation scenarios. They will present their negotiation strategies, and the quality of their solutions will be assessed.</p>
Course Structure	<ul style="list-style-type: none"> • Total number of contact hours for each Part: Seminars: 36 hrs (18 seminars) Individual consultations: 1 hr • Self-study: 71 hrs
Teaching methods	Interactive workshops, discovery learning, cooperative learning, practical learning, case studies, mid CLIL approach, flipped classroom.
Grading System (including segment percentage)	<p>Grading is based on the activities covered within each part. The total of all tasks is 60%</p> <p>Part I tasks: Opening and Closing (10%) Smooth Structure. Presentation signposts (10%) Voice power. Storytelling (10%) Visual Aids (10%)</p>

Facts and figures. Infographics (10%)
Body language (10%)
Rapport building (10%)
Impact techniques (10%)

Final oral test (20%)

Part II: Employability Skills Training (Semester 2) - 100%

Resume Building and Interview Techniques (40%)

Grading Scenario: Students will be evaluated based on the quality of their resume (20%) and a mock interview (20%).
Professional Networking and Business Etiquette (30%)

Grading Scenario: Students will participate in a networking event (15%) and complete a quiz on business etiquette (15%).
Time Management and Productivity Skills (30%)

Grading Scenario: Students will set personal career-related goals (15%), submit a time management plan (10%), and provide a reflection on goal achievement (5%).

Part III: Cross-Cultural Communication in the Workplace (Semester 3) - 100%

Understanding Cultural Dimensions (50%)

Grading Scenario: Students will complete a research project on a specific cultural dimension and its impact on business communication (40%) and present their findings to the class (10%).
Managing Diversity in Multinational Teams (30%)

Grading Scenario: Students will work on group projects in diverse teams (20%) and submit an individual reflection on their experiences (10%).
Global Business Communication Strategies (20%)

Grading Scenario: Students will develop a global business communication strategy for a fictional company (15%) and present their strategy to the class (5%).

Part IV: Negotiation Skills (Semester 4) - 100%

Principles of Effective Negotiation (50%)
Grading Scenario: Students will participate in negotiation simulations (40%) and submit a written reflection on their negotiation experiences (10%).
Conflict Resolution and Mediation (30%)

	<p>Grading Scenario: Students will engage in a role-play scenario involving conflict resolution and mediation (25%) and submit a written analysis of the conflict resolution process (5%). Advanced Negotiation Scenarios (20%)</p> <p>Grading Scenario: Students will work on case studies involving complex negotiation scenarios (15%) and present their negotiation strategies to the class (5%).</p>
<p>Textbooks and Mandatory Reading</p>	<p>Business Result (Student's book), Michael Duckworth & Rebecca Turner, Oxford University Press. Interactive Workbook material with video by Alastair Lane & Chris Speak. Business Result (Teacher's book), John Hughes, Oxford University Press. Training DVD (Business Result Teacher's book), Oxford University Press. Advanced Grammar in Use (3rd edition), Martin Hewings, Cambridge University Press. English Vocabulary in Use (Upper-Intermediate and Advanced), Michael McCarthy & Felicity O'Dell, Cambridge University Press. business-english/communication - www.ego4u.com/en/business-english/communication BusinessEnglishSite.com - www.BusinessEnglishSite.com talkenglish.com - www.talkenglish.com/Speaking/listBusiness.aspx TESL/Business_English/ - iteslj.org/links/TESL/Business_English/ www.rong-chang.com/business.htm www.rong-chang.com/business.htm</p>

