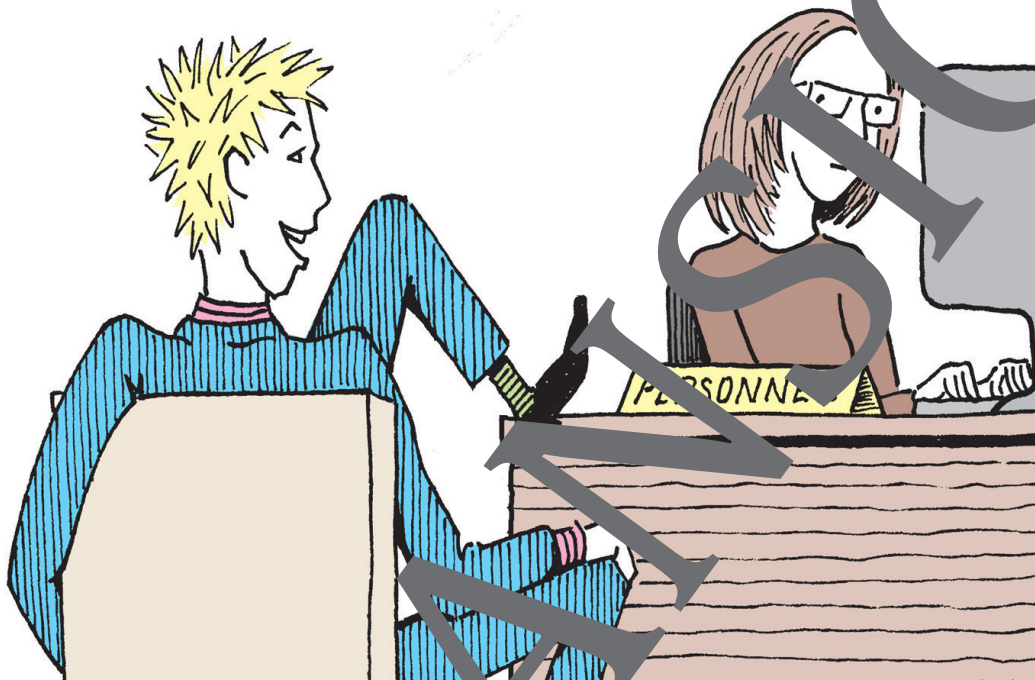


A.II.56

Business communication: speaking

Business etiquette in professional situations – Dos and don'ts in written and spoken communication and behaviour

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Dos und Don'ts – Angemessene Umgangsformen gehören neben Fach- und Sachkenntnis in der Berufswelt zu den wesentlichen Bestandteilen des professionellen Erfolges. Angemessenes Kommunizieren sowohl im mündlichen als auch in schriftlicher Form kann herausfordernd sein. Ihre Schülerinnen und Schüler erweitern und vertiefen rezeptive sowie sprachproduktive Kenntnisse, indem sie in typischen Anwendungssituationen lernen, sich zielführend auszudrücken. Auf diese Weise erwerben sie die Fertigkeit, kommunikative Situationen zu bewältigen.

KOMPETENZPROFIL

Modul: A2/B1

Dauer: 7 Unterrichtsstunden

Kompetenzen: 1. Wortschatz: themenspezifisches Vokabular in *business situations* anwenden; 2. Sprechen: formale/höfliche Dialoge verfassen und präsentieren, Gespräche führen; 3. Schreiben: formale Beschwerdebriefe verfassen; 4. Medienkompetenz: *LearningApps* als digitales Werkzeug nutzen, ein digitales Poster erstellen

Thematische Bereiche: *speaking and writing politely, behaviour, job interview, complaints*

Medien: Redemittel, Vokabellisten, Erklärvideos, Musterbeispiel, Cartoon

Zusatzmaterialien: Materialien zur Differenzierung

 LearningApps -
interaktive Lernbausteine

Auf einen Blick

1./2. Stunde

- Thema:** Do not communicate in a rude way! – Differentiating between polite and impolite expressions
- M 1** **Check-in – polite and impolite expressions** / angemessene von unangemessenen Redensweisen unterscheiden lernen
- M 2** **Business etiquette – working with an explanatory video** / die Grundlagen von angemessenem Verhalten kennenlernen und sich den interkulturellen Aspekt bewusst machen
- M 3** **What do I say in which situation? – Matching expressions with professional situations** / Redensweisen einer passenden Situation zuordnen
- Benötigt:**
- M 1 und M 3 als Folie, Worddokument oder Ausdruck
 - ggf. digitale Version von M 1 und M 3 in LearningApps
 - ggf. ZM 1 als Worddocument, Ausdruck oder vorbereitete discussion tickets
 - OH-Projektor bzw. Beamer/Whiteboard



3./4. Stunde

- Thema:** How to make small talk in professional situations
- M 4** **Business etiquette – small talk – what to talk about** / angemessene Gesprächsthemen identifizieren und in Gruppen einen *small talk* durchführen
- M 5** **Small talk at a business conference – speaking cards** / Sprechkarten als Gesprächsimpuls für leistungsschwächere Lernende
- M 6** **Peer feedback** / Bewertungsbogen für zuhörende Lernende
- Benötigt:**
- M 4 als Folie, Worddokument oder Ausdruck
 - OH-Projektor bzw. Beamer/Whiteboard
 - ausgeschnittene und ggf. laminierte Sprechkarten für leistungsschwächere Lernende
 - ggf. ZM 1 für leistungsschwächere Lernende

5./6. Stunde

- Thema:** Business etiquette – how to communicate and behave at a job interview
- M 7** **Business etiquette at a job interview – a cartoon** / ein Cartoon zum Thema „Vorstellungsgespräch“ beschreiben und analysieren
- M 8** **Business etiquette at a job interview – how to communicate and behave** / Regeln für die Bewältigung eines Vorstellungsgesprächs erarbeiten



M 9 **Dos and don'ts at a job interview – thematic vocabulary** / themenspezifisches Vokabular zum Bereich „job interview“ nutzen

Benötigt:

- M 7 als Folie, Worddokument oder Ausdruck
- OH-Projektor bzw. Beamer/Whiteboard
- Plakate und Stifte zur Erstellung der *ten essential rules*
- ggf. Smartphones, Laptops oder Tablets zur digitalen Erstellung des Posters (M 8)

7. Stunde

Thema: How to write a letter of complaint

M 10 **Written business etiquette – writing a letter of complaint** / anhand eines *letter of complaint* einen höflichen Schreibstil kennenlernen und anwenden

Benötigt: ggf. ZM 2 für leistungsschwächere Lernende

Minimalplan

Sie haben nur drei Stunden zur Verfügung? So können Sie die wichtigsten Inhalte bearbeiten:

1./2. Stunde: Check-in: polite and impolite expressions;

Matching expressions with professional situations M 1–M 3

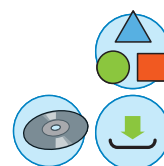
3. Stunde: Small talk in the professional area; peer feedback M 4–M 5

Ergänzung: Haben Sie mehr Zeit zur Verfügung, als die in dieser Einheit vorgeschlagenen sechs Unterrichtsstunden? Lassen Sie Ihre Schüler Bewerbungsgespräche sprachlich mit verteilten Rollen vorbereiten und vor den Mitschülern vorführen. Zuschauenden Schüler können im Anschluss begründen, inwiefern das jeweilige Bewerbungsgespräch gelungen war.

Zusatzmaterialien auf der CD 38 bzw. in der ZIP-Datei

ZM1_usefulphrasesM3_nicephrases für leistungsschwächere Lernende

ZM2_vocabularysupportM10_essentialrules Vokabelunterstützung für leistungsschwächere Lernende



Hinweise zu den Differenzierungssymbolen

	Finden Sie dieses Symbol in den Lehrerhinweisen, so findet eine Differenzierung statt. Es gibt drei Niveaustufen, wobei nicht jede Niveaustufe immer extra ausgewiesen wird.	
einfaches Niveau	mittleres Niveau	schwieriges Niveau

M 1

Check-in – polite and impolite expressions



<https://learningapps.org/watch?v=pg39g88e321>

Knowing which words you can use without being rude might turn out to be quite tricky. Do you think that you are able to differentiate between polite and impolite phrases?

Tasks

1. Read the phrases below for yourself. Then, tick the correct answer.
2. With your partner, compare your answers and explain in English why you think that the phrases are impolite or polite.
3. Name characteristics of polite conversation.

a) Excuse me for interrupting, Mr Jones.

b) No, this is absolute nonsense.

c) Let me just add something here, please.

d) May I just ask you a question, Madam?

e) I don't accept what you've just said.

f) You're totally exaggerating here!

g) Could you give me another example, please?

h) Could you do me a favour, please?

i) Would you mind speaking up a bit?

j) I want you to phone me in order to fix an appointment.

k) Stop speaking because I'm tired.

l) If I could just add one more aspect.

m) Your suggestion is impossible because our customers will hate it.

n) Sorry, but that's only part of the problem as far as I see it.

o) Could you please help me to get this new multimedia device set up? I would be very grateful for your support.

	a)	b)	c)	d)	e)	f)	g)	h)	i)	j)	k)	l)	m)	n)	o)
polite															
impolite															

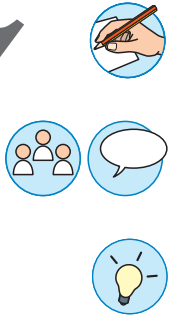
Business etiquette in small talk – what to talk about

M 4

Small talk is very important both in the U.S. and the UK. Colleagues and business partners often exchange a few sentences not connected with the business topic before the actual meetings take place. The conversation should not be one-sided and focusing on one person. Consequently, you should ask questions and show that you are interested in the other person's answers.

Tasks

1. Look at the topics on the left in the grid below and decide which are suitable for the situations on the right side of the grid.
2. Write down expressions and phrases people use to show interest in what is being said.
3. Get together in groups of three students. Imagine that you are at a conference. You are at your coffee break. Make small talk with the people around you. You do not know the other colleagues. Choose your speaking topics accordingly. Do not forget to listen actively, ask questions and show interest. Keep your conversations going for three minutes. If you need help, use the speaking cards (M 5).
4. Then perform your conversations in front of the class. Your fellow students will give you peer feedback with the help of the grid in M 6.



<ul style="list-style-type: none"> – different cultures / experiences from my last holiday (A) – problems in your family (B) – your favourite sport (C) – politics (D) – the weather (E) – health problems (F) – developments in the industry you work (G) – your hobbies (H) – your current situation (e.g. lunch break) (I) – interesting cities (J) – music (K) – cars (L) – art (M) – the environment (N) 	<ul style="list-style-type: none"> – talking to a very well-known colleague (1)  <p>© Maskot/DigitalVision</p> <ul style="list-style-type: none"> – talking to your boss (2)  <p>© Klaus Vedfelt/DigitalVision</p> <ul style="list-style-type: none"> – talking to a business partner you do not know well (3)  <p>© Wavebreakmedia Ltd/Wavebreak Media/ Getty Images Plus</p>
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M 5

Small talk at a business conference – speaking cards



Starting a conversation/ introducing ideas	Asking for clarification/ getting more information
<ul style="list-style-type: none"> - Do you happen to know where ...? - Can I ask you a question? - Could you please tell me where / why / what / when ...? - My experience has been ... - From what I've seen /heard / noticed, I think ... - Well, the way I see it ... 	<ul style="list-style-type: none"> - Sorry, I couldn't hear you. Could you please repeat that? - If I understand you correctly, ... - So, in other words you think ... - Would you mind explaining what you mean by ...? - I am not quite sure I understand ... - I wonder about ... - Let me come back to ... - How do you define ...
Reacting/showing interest	Culture
<ul style="list-style-type: none"> - Did you really? - I find that hard to believe. - You're absolutely right. - That sounds really funny/ strange / interesting / amusing. 	<ul style="list-style-type: none"> - Do you happen to know when the museums are open in this city? - Are there any cinemas around here? - Could you tell me where I can book tickets for the theatre? - Do you know whether there are any concerts going on? - Do you prefer cultural events to sports?
Sports	The weather
<ul style="list-style-type: none"> - Do you do any sports? - Which sports do you enjoy most? - How about going to a football match together? - Do you enjoy watching sports on TV? - I love any kind of sports! - I would like to do some sports but I'm just too lazy. 	<ul style="list-style-type: none"> - I do not like this sticky weather. - It's a nice and sunny day today, isn't it? - Don't you find it too hot for the season? - Are you also enjoying this mild breeze today? - We're lucky because we can be indoors in this cold weather. - The rain outside doesn't bother me today because we're in the meeting anyway.

Business etiquette at a job interview – a cartoon

M 7



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