

Course Syllabus

General English Education (Required course for freshmen), 2024 Spring@CLS

Course # 課程編號	7102231_04	Instructor 任課教授	Chia-chia Lee 李佳家
Course Title 科目名稱	English Communication Skills (Integrated Skills) 應用英語（整合技巧）	Semester 上課期間	2024 Spring (Feb. 19, 2024~June 21, 2024)
Class Hours 上課時間	16:10~18:00 Thurs	Classroom 上課地點	Room 226 CLS 語言中心 226 教室
Credit Hours 學分數	2 credits (通識 2 學分)	E-mail	clcjll[at]ccu.edu.tw
Web Page 課程網頁	http://cls.ccu.edu.tw/ (語言中心) http://ecourse2.ccu.edu.tw (中正大學課程平台)	Office Hours 諮詢時段	10:00-12:00 Thurs (事先預約)
第一次上課將說明課程要求及進行相關學習檢核（佔學期成績 2%），欲修課者請準時出席			

1. Course Level/建議修課程度

Students ready for integrated skills (with a focus on speaking & writing)

經認定需修習「整合技巧」者

2. Course Objectives/課程目標

This course will help students...	本課程將幫助學生...
1. Explore diverse and real-world global issues commonly encountered in the workplace through authentic texts in English	1. 涉獵多元且真實職場情境中常見的全球議題
2. develop interactive English communication skills required for global workplace scenarios.	2. 培養全球職場情境所需應用的互動溝通技巧
3. develop business writing skills to communicate effectively in various workplace situations.	3. 培養職場情境所需應用的寫作技巧

3. Learning Outcomes/學習成效

By the end of the semester, course takers will be able to...	修完本堂課，修課者將學會...
1. use a wider range of workplace vocabulary and expressions in English.	• 使用全球溝通及職場常用的英文字彙及用語
2. take notes on workplace English listening and reading passages.	• 針對全球溝通及職場常見英文聽力與閱讀段落進行筆記訓練
3. initiate and respond with effective interactive communication skills in English for presentations, meetings, or networking.	• 應用全球溝通及職場英文口語溝通技巧於口頭簡報、會議討論、人際交流等多元社交場合
4. write business correspondence in English for a variety of purposes from posted messages, emails, to reports.	• 應用寫作技巧於全球溝通及職場寫作文體，如社群媒體留言、電子郵件、商用書信等等
5. use English to summarize main ideas, critically analyze key concepts, and present ideas to solve workplace problems	• 摘要報告職場訊息的重點，進而採用批判思維分析，並經由發表來解決職場個案問題

4. Method of Instruction/授課方式

1. Lecturing	1. 課堂講解
2. Individual practice & group work	2. 個別練習及小組活動
3. Learning tasks (Speaking & writing)	3. 英文學習任務（口說及寫作）

5. Course Materials/課程教材

Appleby, R., & Watkins, F. (2014). *International Express: Upper Intermediate: Student's book with Pocket book (3rd ed.)*. Oxford University Press.

6. Course Resources/課程資源

- **Integrated skills:** Barrall, I. & Barrall, N. (2006), *Intelligent Business Skills Book*. Person Education.
- **Communication in business contexts:** <https://www.businessenglishpod.com/>
- **Forbes:** <https://www.forbes.com/?sh=5dd393b12254>
- **Business Writing:** <https://learnenglish.britishcouncil.org/business-english/english-for-emails>

7. Course Policies and Requirements/課程要求

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| <ol style="list-style-type: none"> Attendance: It is required to attend and participate in each class meetings. The final score will be deducted for each absence and no make-up quizzes or exams will be given. Class Etiquette: Turn off your cell phones during class ABSOLUTELY and leave cell phones in the personal bags put in the classroom closets. Food/drink: Do not bring food/drink into the classroom. | <ol style="list-style-type: none"> 出席：準時出席每堂課並參與課堂討論與活動。每次缺席會影響出席及課程參與成績。請假需經授課教師後同意。小考皆無補考機制。 教室禮儀：尊重每一位課程參與者之認真上課及學習之權益，務必確認手機已關機、且放置教室前方指定櫃內，避免造成測驗或小考的不公平。 食物/飲料：教室內禁止飲食。食物/飲料請放在教室外之食物櫃。 |
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8. Grading /評量

	Grading	評量項目	Percent
1	Attendance + Participation	出席率 + 課程參與	16% + 16%
2	Quizzes & Assignments & Tasks	小考、作業、學習任務	28%
3	Midterm exam + Final exam	期中考 + 期末考	15% + 10%
4	Final Project Presentation	期末發表	8%
5	Placement Test & English Proficiency Test	期初檢核測驗 + 英語能力會考	2% + 5%
6	Standardized English Proficiency Test	參加校外英檢獎勵積分	Bonus 1~5 points
7	Alternative Learning Task	彈性學習任務獎勵積分	Bonus 0~3 points

9. Course Schedule & Topics/課程大綱

Week	Date	Topics	主題
1	2/22	Course Introduction Assessment Test	課程介紹 期初檢核測驗
2	2/29	Unit 1: Social media Unit 2: Resources Writing Task 1: Email structure	第一課：社群媒體 第二課：資源運用 寫作任務一：Email 格式與架構
3	3/7	Unit 3: Work-life balance	第三課：工作生活平衡
4	3/14	Unit 3: Work-life balance Unit 4: Providing a service	第三課：工作生活平衡 第四課：客戶服務
5	3/21	Unit 4: Providing a service Writing Task 2: Handling complaints	第四課：客戶服務 寫作任務二：客訴回覆
6	3/28	Unit 4: Providing a service Unit 5: Looking into the future	第四課：客戶服務 第五課：未來趨勢
7	4/4	Holiday	兒童節、民族掃墓節
8	4/11	Unit 5: Looking into the future Writing Task 3: Describing a graph	第五課：未來趨勢 寫作任務三：描述圖表
9	4/18	Mid-term	期中考
10	4/25	Unit 8: Unique Selling Points	第八課：USP 獨特賣點
11	5/2	Unit 8: Unique Selling Points	第八課：USP 獨特賣點
12	5/9	Unit 9: Collaboration Writing Task 4: Responding to emails	第九課：團隊合作 寫作任務四：Email 回覆
13	5/16	Unit 9: Collaboration	第九課：團隊合作
14	5/23	Unit 10: Customer choice English Proficiency Test (GE)	第十課：消費者的選擇 英語能力會考
15	5/30	Final Project Presentation	期末發表
16	6/6	Final Exam	期末考
17-18	6/17	Alternative Learning (deadline: 6/17)	彈性學習任務繳交 (6/17 截止)

*Adjustments may be made in the syllabus to meet students' needs and course requirements.

*課程進度及課程要求將依教學需要做適度的調整

10. Course Descriptions/課程概述

課程概述 course descriptions	This course aims to develop your communicative competence in the global workplace with greater fluency and confidence. You will develop business concepts through reading and listening texts across different fields from social media, work-life balance, customer service, future trends, marketing, career preparation, to teamwork. You will fulfill a variety of communication aims and effectively accomplish problem-solving tasks in global contexts through improved writing skills. By the end of this course, you will equip yourself with integrated skills for effective workplace communication.				
課程類別 course type	✓	人文關懷課程		競賽專題課程	問題導向課程
		專題導向課程		總整課程	實作課程
		實習		其他	
教材編選 teaching materials	✓	自製簡報(ppt)	✓	課程講義	自編教科書
		教學程式		自製教學影片	其他
教學方法 teaching methods	✓	講述	✓	小組討論	✓ 學生口頭報告
		問題導向學習		個案研究	其他
評量工具 Evaluation	✓	期中考	✓	期末考	✓ 隨堂測驗
	✓	隨堂作業	✓	課後作業	期中報告
	✓	期末報告		專題報告	✓ 評量尺規
		其他			