

Course Syllabus

General English Education (Required course for freshmen), 2021 Spring@CLS

Course # 課程編號	7102231_03	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	2021 Spring (Feb. 22, 2021~June 25, 2021)
Class Hours 上課時間	16:10~18:00 Tue	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 Wed (事先預約)
第一週上課之期初英語能力檢核測驗（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. develop key concepts in the business world through authentic listening and reading texts in English	1. 涉獵不同且最新的全球商務英文相關主題
2. develop interactive communication skills in English in global communication or business contexts.	2. 培養全球溝通或職場情境所需應用的互動溝通技巧
3. develop business English writing skills to effectively communicate in global business contexts.	3. 培養全球職場情境所需應用的寫作技巧
4. integrate business communication skills in English to deal with business dilemma.	4. 整合不同溝通情境之商務英文技巧並提出解決方案

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 listening and writing passages in English	• 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, attending meetings, telephoning, negotiating, and socializing.	• 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、電話溝通、談判等多元社交場合
4. write business correspondence in English for a variety of purposes from messages and notes, emails, memos, to letters.	• 應用寫作技巧於全球溝通及職場寫作文體，如留言、電子郵件、商用書信等等
5. use English to summarize/report main ideas and critically analyze key concepts to solve workplace problems	• 摘要報告職場訊息的重點，並進而採用批判思維分析解決職場個案問題
6. develop integrated communication skills to analyze cases and make decisions.	• 應用商務溝通整合技巧進行個案分析與討論

4. Method of Instruction/授課方式

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

Johnson, C. (2006). *Intelligent Business Skills Book*. Pearson Education.

6. Course Policies and Requirements/課程要求

1. 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.	1. 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。
2. Class Etiquette: Turn off your cell phones during class ABSOLUTELY and leave cell phones in the personal bags put in the classroom closets.	2. 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。

3. Food/drink: Do not bring food/drink into the classroom.

3. 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。

7. Grading /評量

Grading	評量項目	Percent
1. Attendance	1. 出席率	18%
2. Participation	2. 課程參與	12%
3. Placement test	3. 檢核測驗	2%
4. Learning tasks & Assignments	4. 課堂檢核活動、作業	30%
5. Midterm exam	5. 期中考	15%
6. Final Project	6. 期末發表	8%
7. Final exam	7. 期末考	10%
8. English Proficiency Test	8. 英語能力會考	5%
9. Bonus	9. 參加校外英檢	Bonus 1-5 分

8. Available Support Service/課程資源

- BBC: English at Work <http://www.bbc.co.uk/learningenglish/english/features/english-at-work>
- EnglishCentral <https://www.englishcentral.com/videos>
- Businessenglishpod <https://www.businessenglishpod.com/>

9. Course Schedule & Topics/課程大綱

Week	Date	Topics	主題
1	2/23	Course Introduction Placement Test	課程介紹 檢核測驗
2	3/2	Unit 1 Let's get started	單元一：自我介紹
3	3/9	Unit 2 Make contact	單元二：電話聯絡
4	3/16	Unit 3 Receive visitors Writing Task 1: Messages and notes	單元三：客戶接待 寫作任務一：筆記/留言寫作
5	3/23	Unit 4 Be a good guest	單元四：參訪禮儀
6	3/30	Unit 5 Talk about company history Speaking Practice: Company pitch Unit 6 Participate in meetings Writing Task 2: Email	單元五：企業回顧 課堂練習：企業簡介 單元六：會議發言 寫作任務二：Email 寫作
7	4/6	Holiday	校際活動（停課）
8	4/13	Unit 7 Make appointments by phone Speaking Practice: Telephoning Unit 8 Show round a new colleague	單元七：電話預約 課堂練習：電話溝通 單元八：新同事會面
9	4/20	Mid-term	期中考
10	4/27	Unit 9 Make suggestions Writing Task 3: Memos	單元九：意見交流 寫作任務三：備忘錄寫作
11	5/4	Unit 10 Present information Speaking Practice: Graph description	單元十：資訊圖表發表 課堂練習：圖表描述
12	5/11	Unit 11 Present an argument Unit 12 Deal with problems Writing Task 4: Letters	單元十一：觀點論述 單元十二：解決客訴問題 寫作任務四：職場書信寫作
13	5/18	Unit 13 Run a meeting	單元十三：召開會議
14	5/25	English Proficiency Test Unit 14 Negotiate Speaking Practice: meeting talk	英語能力會考 單元十四：談判高手 課堂練習：會議實境演練
15	6/1	Unit 14 Negotiate Speaking Practice: meeting talk	單元十四：談判高手 課堂練習：會議實境演練
16	6/8	Unit 15 Presentations	單元十五：正式口說簡報
17	6/15	Final Presentation	成果呈現
18	6/22	Final Exam	期末考

*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