

Course Syllabus

2022 Spring, Language Center
National Chung Cheng University

Course # 課程編號	7102231_01	Instructor 任課教授	Yung-chiam, Wu 吳永倩
Course Title 科目名稱	English Communication Skills (Integrated Skills) 應用英語 (整合技巧)	Semester 上課期間	2022 Spring (Feb. 15, 2022~Jun. 14, 2022)

Class Hours 上課時間	16:10~18:00 Tue
Classroom 上課地點	Room 226 Center for Language Studies, in the Library & Information Building 語言中心 226 教室
Credit Hours 學分數	2 credits (通識 2 學分)
Phone	05-2720411 ext. 16711
E-mail	clcyw[at]ccu.edu.tw
Web Page 課程網頁	http://cls.ccu.edu.tw/ (中正大學語言中心網頁) https://ecourse2.ccu.edu.tw/login/index.php (中正大學 Ecourse 課程平台)

Office Hours
諮詢時段 (建議先與授課教師預約時段)

第一次上課將進行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

本課程目標與外語學習五大能力指標之相關性程度如下：

(1至5分為符合程度，5分代表完全符合)

「英文作為國際語」的課程內涵外語學習五大能力指標 Content Standards: English as an International Language	相關程度★				
	1	2	3	4	5
溝通能力：能以英文進行有意義的及有效的溝通 Communication: Communicating in English					★
文化理解：能以英文汲取新知或理解其他文化深度 Cultures: Gaining knowledge and understanding of other cultures					★
語文素養：經由英文能力培養對文化視野 Comparisons: Developing Insight into the Nature of Language and Culture					★
跨域學習：能以英文學習其他專業領域的新知 Connections: Connecting with other disciplines and acquiring new information					★
社群參與：能以英文參與跨語言的國際社群 Communities: Participating in multilingual communities at home and around the world					★

1. Course Level/建議修課程度

Students ready for integrated skills training

經課程審查小組認定為需選修「整合技巧」者

2. Course Objectives/課程目標

After completing the course, students will

- appropriately use workplace vocabulary for different purposes
- solve communication problems for a variety of workplace scenarios
- develop workplace writing skills to effectively communicate in global business contexts

修完本課程後，學生將能

- 使用適當的職場字彙於不同目的性的場合
- 善用解決問題技巧於多元職場情境
- 培養國際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, you will be able to...

- use a wider range of workplace vocabulary and expressions
- take notes on workplace listening and writing

修完本堂課，你將學會

- 使用職場常用的字彙及用語
- 針對職場聽力與閱讀段落進行筆記

passages

- 3. summarize/report main ideas and critically analyze key concepts to solve workplace problems
 - 4. initiate and respond with effective interactive communication skills in presentations, attending meetings, telephoning, negotiating, and socializing.
 - 5. write business correspondence for a variety of purposes from messages and notes, emails, memos, letters, to short reports
- 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
 - 應用職場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
 - 應用職場寫作技巧於多元的職場寫作文體，如留言、電子郵件、商用書信等等

4. Method of Instruction/授課方式

- 1. Lecturing
 - 2. Individual practice & group work
 - 3. Online interactive learning
- 1. 課堂講解
 - 2. 個別練習及小組活動
 - 3. 線上互動學習

5. Course Materials/課程教材

Christine J., *Intelligent Business Skills Book*. Person Education., England, 2006.

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.
 - 2. Class Etiquette: Turn off your cell phones during class ABSOLUTELY and leave cell phones in the personal bags put in the classroom closets.
 - 3. Food/drink: Do not bring food/drink into the classroom.
- 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. 教室禮儀：尊重所有人之上課權益，務必確認手機已關機、且放置教室前方之櫃上，避免造成測驗或小考的不公平。
 - 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 + Participation	出席率 + 課程參與	18% + 12%
2	Quizzes & Assignments & Tasks	小考、作業、學習任務	30%
3	Midterm exam + Final exam	期中考 + 期末考	15% + 10%
4	Final Project	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	Bonus	參加校外英檢獎勵積分	Bonus 1~5 points

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	2/15	Course Introduction Placement Test	課程介紹 檢核測驗
2	2/22	Unit 1 Let's get started Unit 2 Make contact	單元一：自我介紹 單元二：電話聯絡
3	3/1	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
4	3/8	Unit 4 Be a good guest Unit 5 Talk about company history Speaking Practice: Company pitch	單元四：參訪禮儀 單元五：企業回顧 課堂練習：企業簡介

5	3/15	Unit 6 Participate in meetings Writing Task 2: Email	單元六：會議發言 寫作任務二：Email 寫作
6	3/22	Unit 7 Make appointments by phone Speaking Practice: Telephoning	單元七：電話預約 課堂練習：電話溝通
7	3/29	Unit 8 Show round a new colleague	單元八：新同事會面
8	4/5	Holiday	民族掃墓節
9	4/12	Mid-term	期中考
10	4/19	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	4/26	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	5/3	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	5/10	Unit 12 Deal with problems Unit 13 Run a meeting	單元十二：解決客訴問題 單元十三：召開會議
14	5/17	English Proficiency Test Unit 14 Negotiate	英語能力會考 單元十四：談判高手
15	5/24	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	5/31	Unit 15 Presentations Writing Task 5: Short reports	單元十五：正式口說簡報 寫作任務五：商務報告寫作
17	6/7	Final Presentation	成果呈現
18	6/14	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