

Essential Workplace Interaction: Effective Oral Interaction (B1+ / B2)

Study Guide

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1. The structure of the “Effective Oral Interaction” module

The “Effective Oral Interaction” module contains six sections, 6 practice sections and a final test. You will improve your speaking and listening skills in English in a workplace context.

Listening and Speaking

Contents

- 1. Making requests
- Practice 1
- 2. Making small talk
- Practice 2
- 3. Shopping experiences
- Practice 3
- 4. Making arrangements for work projects
- Practice 4
- 5. Describing and defining: Promotional means
- Practice 5
- 6. Conversations between colleagues
- Practice 6
- Language Review



Essential Workplace Communication: Effective Oral Interaction

Improve your speaking and listening skills in English in a workplace context.

1. Making requests

Practise making requests and asking about possibility.

2. Making small talk

Learn useful informal language and practice informal conversations.

3. Shopping experiences

Listen to and practise talking about shopping experiences.

4. Making arrangements for work projects

Practise making and responding to suggestions to make arrangements for a work project.

5. Describing and defining: Promotional means

Practise describing and defining promotional means and marketing.

6. Conversations between colleagues

Listen and practise expressing probability and certainty.

Section 1: Making Requests

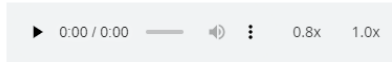
1. Making requests

Practice making requests and asking about possibility

1 2 3 4 5

1. Making requests.

- Listen and complete six short dialogues.



- A: Is there any of you lending me a fiver till Friday?
 B: You won't believe it, but I actually haven't got any money on me.
 A: Oh well, I'll have to ask someone else, then.
- A: Could I speak to Susanna Wright, please?
 B: I'm afraid she's on her lunch break. Can I take a message?
 A: Yes. Could you ask her if there's any of having the leaflets printed by Friday?
- A: What's the of us getting the project finished by Friday?
 B: It's practically out of the question.
 A: Well, do what you can. And don't forget that the deadline's midday on Monday.

In this section you will practise making requests and asking about possibility.

Practice 1

Practice 1

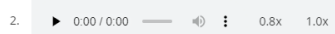
Check what you have learnt so far.

1

- Choose the correct option.



1. This request is for a refreshment. This request is for help. This request is for information. This request is about probability.



2. This request is for a meeting. This request is for an engagement. This request is for the time. This request is for a change in an arrangement.



3. This request is for an activity in the future. This request is for information about an activity. This request is for ideas. This request is about the probability of something happening.

This section practises what you have studied in section 1, "Making Requests".

Section 2: Making small talk

2. Making small talk

Learn useful informal language and practice informal conversations.

-
 1
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 2
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 3
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 4
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 6
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 7
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 8
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 9
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 10

1. Small talk.

- Watch the video. Answer the questions.



1. Who are the people in the video and where are they?

- friends in a café
- workmates having a break
- strangers in a public place

Practice 2 This section practises what you have studied in section 2, "Making small talk".

Section 3: Shopping experiences

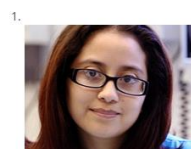
3. Shopping experiences.

Listen to and practise talking about shopping experiences.

-
 1
 -
 2
 -
 3
 -
 4
 -
 5

1. Shopping experiences.

- You will hear five people talking about shopping experiences. Match the statements with each speaker. Use the statements only once. There is one extra statement which you do not need to use.



Choose Correct Answer ▾



Choose Correct Answer ▾

In this section you will practise talking about shopping experiences.

Practice 3 This section practises what you have studied in section 3, "Shopping experiences".

Section 4: Making arrangements for work projects

4. Making arrangements for work projects

Practise making and responding to suggestions to make arrangements for a work project.

1 2 3 4 5 6

1. Discussing a product launch.



- Listen to colleagues (Emma, Alex and Chris) discussing the launch of a new product. Listen and put the topics in the order that they are discussed.

In this section you will practise making and responding to suggestions to make arrangements for a work project.

Practice 4 *This section practises what you have studied in section 4, "Making arrangements for work projects".*

Section 5: Describing and defining

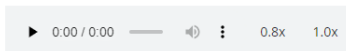
5. Describing and defining: Promotional means.

Practise describing and defining promotional means and marketing.

1 2 3 4 5 6 7

1. Describing and defining.

- Listen to two people talking about promotional means. Put the topics in the order that they are mentioned.



- celebrity endorsements
- promotional means
- product placement
- sponsoring events
- influencers

Check Start again

In this section you will practise describing and defining promotional means and marketing.

Practice 5 *This section practises what you have studied in section 5, "Describing and defining".*

Section 6: Conversations between colleagues

6. Conversations between colleagues

Listen and practise expressing probability and certainty.

1 2 3 4 5 6

1. A conversation at work.

- Watch the video of two workmates, Dan and Alicia. Which topic do they NOT talk about?



- colleagues sport the weather
 work weekend plans

In this section you will practise expressing probability and certainty.

Practice 6 *This section practises what you have studied in section 6, "Conversations between colleagues".*

Language review

Language review

Language Review


Here you can see and print the [Language review](#) for this unit or module. The Language review is a summary of the vocabulary, grammar and useful phrases you have studied.



In this section you can download the Language Review, a summary of language practised in this module.

Final test

Final Test

 **Final Test information**
TEST TIME: 45 minutes.
You have **45 minutes** to complete this Final Test. You can see the test timer at the top of this page.
You can only submit the test twice.
NUMBER OF QUESTIONS: 30

● Choose the correct option to complete each sentence.

1. We also use discounts and giveaways, sponsoring events and ___ kind of thing.

these what that the

2. We need to ___ the credibility of our brand.

enhance multiply engage rise

44:48

The final test contains **30 questions**.
You have a maximum of **45 minutes** to complete the test.
You can have **2 attempts** to submit the final test.

2. Tools and resources

To see the resources available in your course, click on **My resources**.

The screenshot shows the top navigation bar with 'Home', 'Mail 2', 'My tutor', 'My resources' (highlighted with a red box), 'Help', and 'Logout'. Below the navigation bar, a dropdown menu for 'My resources' is open, listing the following options: Text to speech, Record yourself tool, Dictionary, Grammar reference, Business centre, Translate into any language, Pronunciation tool, Interactive English, Fun and games, and Additional resources. A red arrow points from the 'Dictionary' option in the dropdown to the 'Dictionary' card in the grid below. The grid consists of nine cards, each with an icon and a brief description of the tool's function.

Text to speech

Text to speech

This very useful tool allows you to select and listen to words or text anywhere on the page. Alternatively, you can copy in your own text and listen to it.

2. Reading
In this section you will read three diary pages.

1 2 3 4 5 6 7

3. Dear diary...


- Read these three diary pages. Choose the picture that goes with each one.

1. Sheryl's diary
Tuesday, 23 May
It was the best day of my life. I got up early. I was so


The screenshot shows a reading exercise interface. At the top, there is a '2. Reading' section with a book icon. Below it, a navigation bar shows page numbers 1 through 7, with '3' highlighted. A red arrow points from the highlighted page number to the text '3. Dear diary...'. Below this, there is a list of instructions: 'Read these three diary pages. Choose the picture that goes with each one.' A red arrow points from this instruction to a 'Listen' button in a box below. The 'Listen' button is highlighted with a red box, and another red arrow points to it from below. The text of the first diary entry is partially visible: '1. Sheryl's diary', 'Tuesday, 23 May', and 'It was the best day of my life. I got up early. I was so'.




Record yourself tool

Record yourself tool



Record and listen to yourself speaking English and practise your pronunciation.

 Record yourself tool






To record your work:

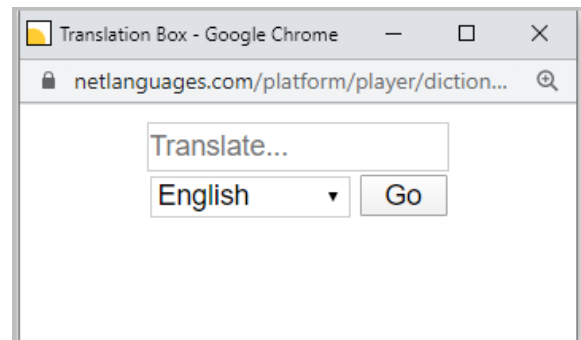
1. Click the record button. Speak into the microphone. Click the stop button to finish.
2. Click the play button to listen.
3. Click on the download button to save the file.

Dictionary

Dictionary




Use the interactive dictionary to see the definitions of words or translate English words into different languages.



Grammar reference

Grammar reference



A complete and easy-to-use grammar reference to help you with any area of grammar you don't understand.

Search

Grammar reference

Contents

- Adjectives
 - What are they?
 - Comparatives and superlatives
 - ed, -ing
 - Opposites with un-
 - So, such + adjective
 - Too, enough
 - Word order
- Adverbs

Adjectives

Comparatives and superlatives

Comparative sentences compare two things.


- Moon Rock is **smaller than** Pittsville.
- The train is **more expensive than** the bus.
- I like the train, but the bus is **cheaper**.
- Jill is **better than** Wendy at languages.
- Jill is **the better** learner of the two. (Sometimes we use the in comparative sentences when it is understood which two people or things are being compared: the + comparative + noun)

Superlative sentences compare more than two things.

- Sydney is **the biggest** city. (= of all the other cities)
- The plane is **the most expensive** way to travel
- Of all the forms of transport, the plane is **the most expensive**.
- Alison is **the best** swimmer.

Business centre

Business centre




Business tips, useful language for different business situations, and templates for a variety of texts like memos, reports and job applications.

Business centre
Useful business language
Business tips
Useful business links
Interesting reading
Interesting videos
Writing templates for business
Phone message samples

Translate into any language

- You can select any text on a page, listen to it spoken, and translate it into any language.

Translate into any language



If you want to translate a word or text into your own language, just select the word or text and click on translate.

2. Reading

In this section you will read three diary pages.

1 2 3 4 5 6 7

3. Dear diary...

- Read these three diary pages. Choose the picture that goes with each one.

1. Sheryl's diary

Tuesday, 23 May

It was the best day of my life. I got up early. I was so

Listen Translate

Pronunciation tool

Pronunciation tool



Improve your pronunciation with Net Languages' interactive phonemic chart of all the sounds in English.

Pronunciation tool netlanguages^o

[Home](#) [About](#) [Help](#)

All the sounds of English

- Click on a sound and do the exercises.

Vowels

i:	ɪ	ʊ	u:	Iə
e	ə	ɜ:	ɔ:	ʊə
æ	ʌ	ɑ:	ɒ	eə

Consonants


p	b	t	d	tʃ
f	v	θ	ð	s
m	n	ŋ	h	l

Pronunciation tool netlanguages^o


[Home](#) [Sounds](#) [Words](#) [Sentences](#) [Contrasts](#) [Help](#)

/i:/


- Listen to the word. Repeat the word. Record yourself. Compare.




sheep




Stopped




beach



Stopped




eagle



Stopped

Interactive English

Interactive English

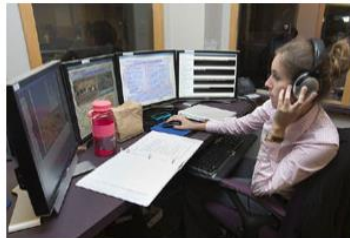


Get even more practice of English with our monthly fun interactive publication. Available online or as an app at three levels: Basic, Intermediate and Advanced.

Interactive English


Issue 267 - The ups and downs of multitasking

- **Basic**
 Vocabulary: Activities
 Podcast: The ups and downs of multitasking
- **Intermediate**
 Podcast: The ups and downs of multitasking
 Comprehension: Check your understanding
- **Advanced**
 Podcast: The ups and downs of multitasking
 Comprehension: Check your understanding



Fun and games

Fun and games




Get more useful practice of vocabulary, expressions and pronunciation with our flip cards games.

Fun and games

Collocations


What's the word in the centre? It can be used with all the other words in the wheel. Click on the card to see the answer.



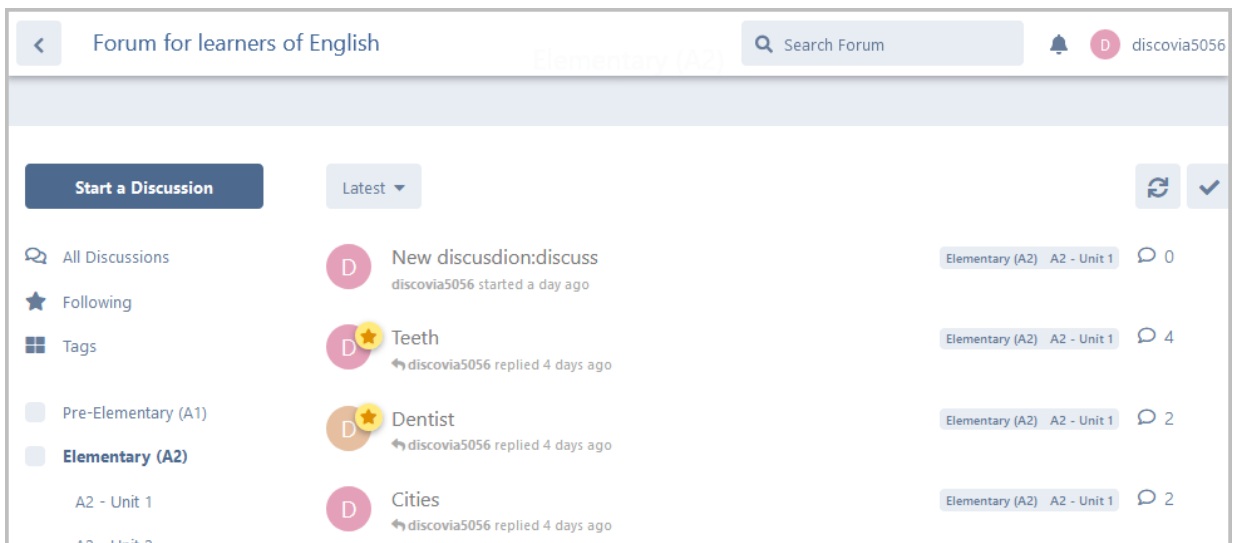
Click to flip

Forums

Forums



Share your experiences and opinions with other Net Languages students from all over the world.




The screenshot shows a forum page with a search bar, a 'Start a Discussion' button, and a list of discussions. The discussions are filtered by 'Elementary (A2)' and 'A2 - Unit 1'. The list includes:

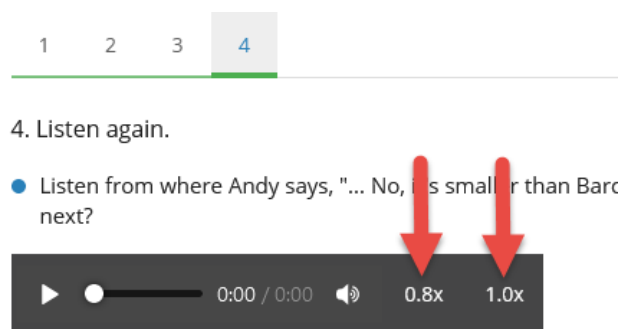
- New discussion:discuss** by discovia5056, started a day ago, 0 replies.
- Teeth** by discovia5056, replied 4 days ago, 4 replies.
- Dentist** by discovia5056, replied 4 days ago, 2 replies.
- Cities** by discovia5056, replied 4 days ago, 2 replies.

Audio speed control

Audio speed control



If you find the audio exercises difficult, you can slow down the speed.



The screenshot shows an audio player with a progress bar and speed control options. The speed is currently set to 1.0x. Two red arrows point to the 0.8x and 1.0x options.

4. Listen again.

- Listen from where Andy says, "... No, it's smaller than Barcelona next?"

Additional resources

Additional resources



Access useful online resources and practise listening and reading with learning materials and authentic sources.



Additional resources

Video material

Listening material

Online reading

For elementary learners:

Pick of the month

- **Star Wars Day**
May 4th is Star Wars day. Find out why.

Food

- **Pink chocolate**
A new colour for chocolate.
- **Insect ice cream**
A new flavour for your ice cream. Would you eat it?

4. Assessment

Marks are awarded as follows for this module:

Test	Marks
Final test	30
Total score	30