

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

Study Guide

1. The structure of the “Effective Oral Interaction” module.....	2
Section 1: Making Requests	3
Section 2: Making small talk	4
Section 3: Shopping experiences	4
Section 4: Making arrangements for work projects	5
Section 5: Describing and defining	5
Section 6: Conversations between colleagues	6
Language review	6
Final test	7
2. Tools and resources.....	8
Text to speech.....	8
Record yourself tool	9
Dictionary	9
Grammar reference	9
Business centre	10
Translate into any language	10
Pronunciation tool	11
Interactive English	12
Fun and games	12
Forums.....	13
Audio speed control	13
Additional resources.....	14
4. Assessment.....	15

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

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

1 2 3 4 5

1. Making requests.

- Listen and complete six short dialogues.

▶ 0:00 / 0:00 — 🔊 ⋮ 0.8x 1.0x

- 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.

Practice 1

Practice 1

Check what you have learnt so far.

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

1

- Choose the correct option.

1. ▶ 0:00 / 0:00 — 🔊 ⋮ 0.8x 1.0x

- ☐ This request is for a refreshment.
 ☐ This request is for help.
 ☐ This request is for information.
 ☐ This request is about probability.

2. ▶ 0:00 / 0:00 — 🔊 ⋮ 0.8x 1.0x

- ☐ 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. ▶ 0:00 / 0:00 — 🔊 ⋮ 0.8x 1.0x

- ☐ 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.

Section 2: Making small talk

2. Making small talk

Learn useful informal language and practice informal conversations.



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. 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.

1.



Choose Correct Answer ▾

2.



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.

▶ 0:00 / 0:00 — 🔊 ⋮ 0.8x 1.0x

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 and the system will record the higher score of the two attempts.
NUMBER OF QUESTIONS: 30

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.

● Choose the correct option.

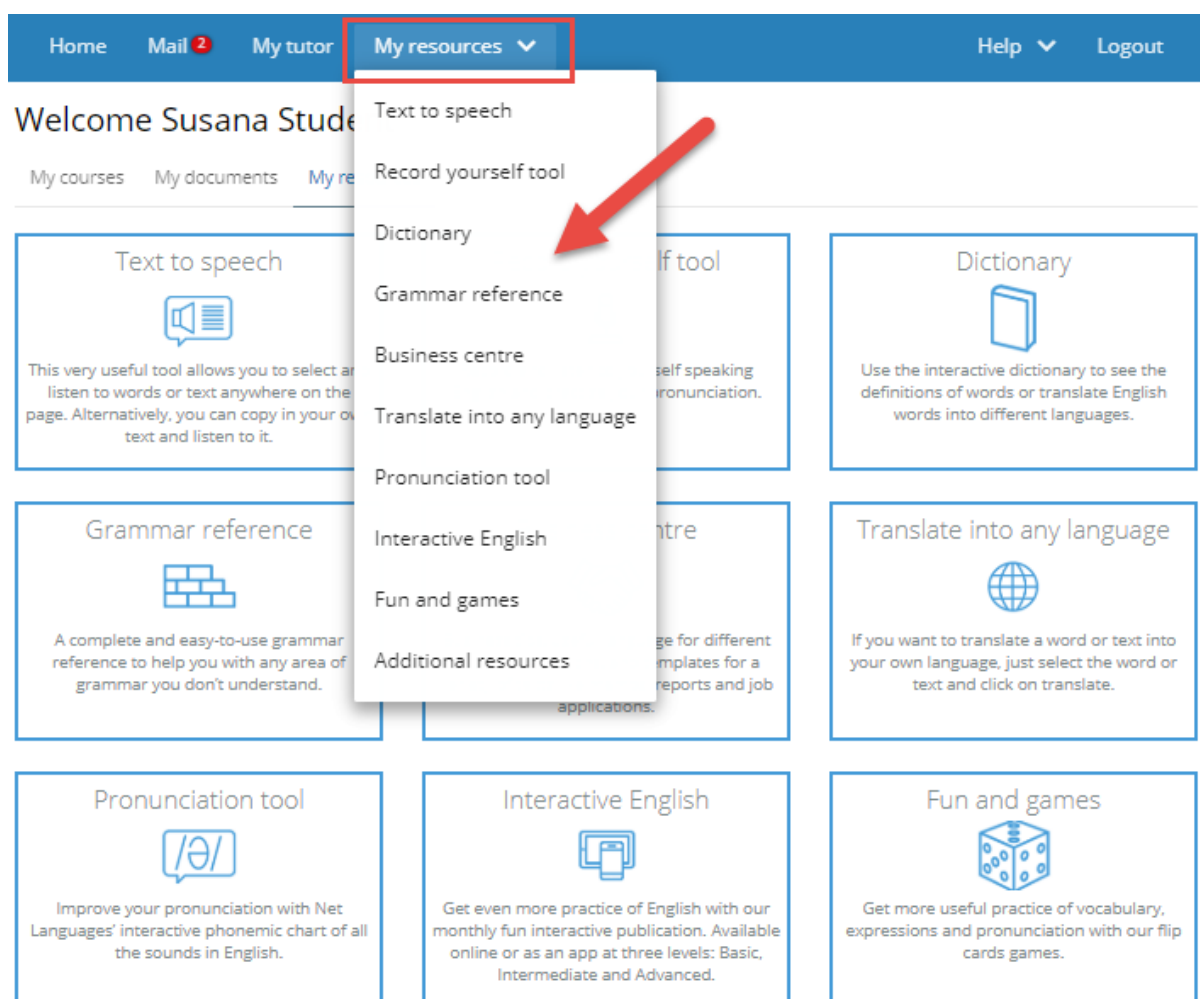
4. Here is my card, _____ you be interested in talking more about this.

☐ shall ☐ perhaps ☒ should ☐ can

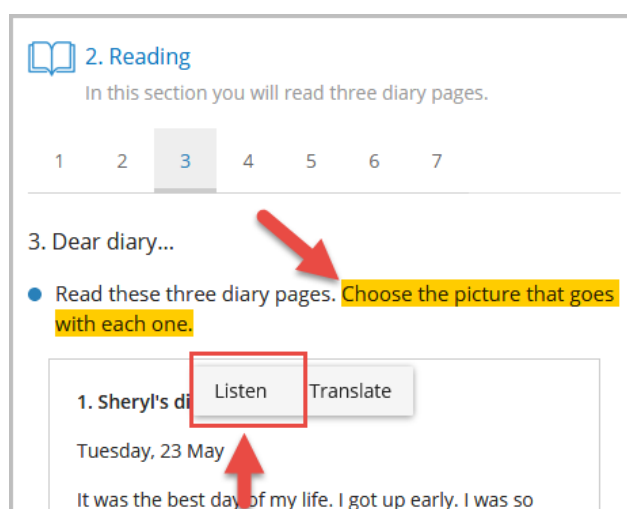
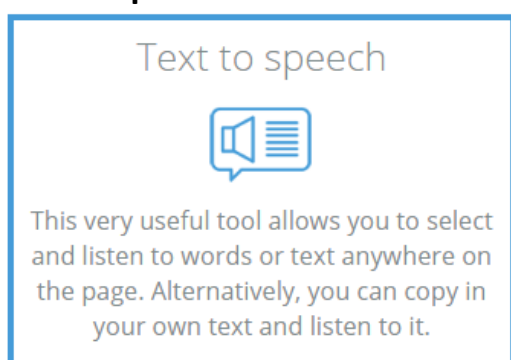
Next

2. Tools and resources

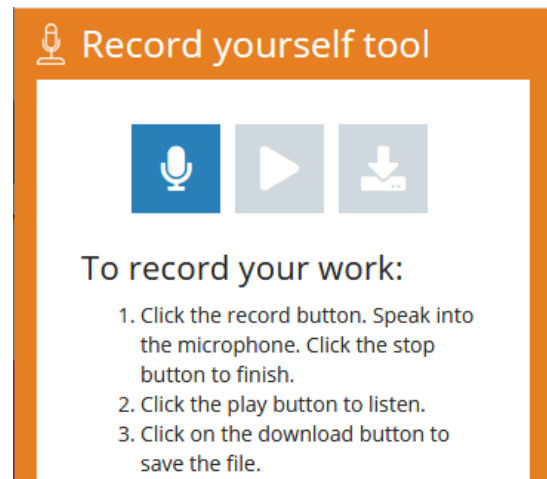
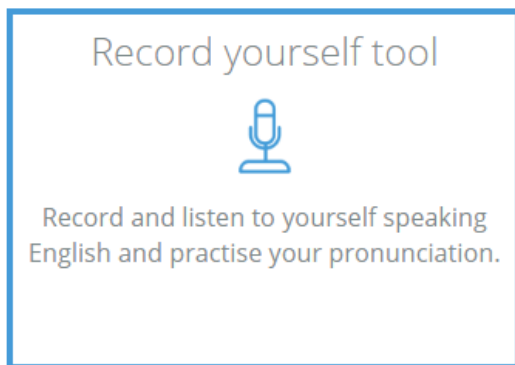
To see the resources available in your course, click on **My resources**.



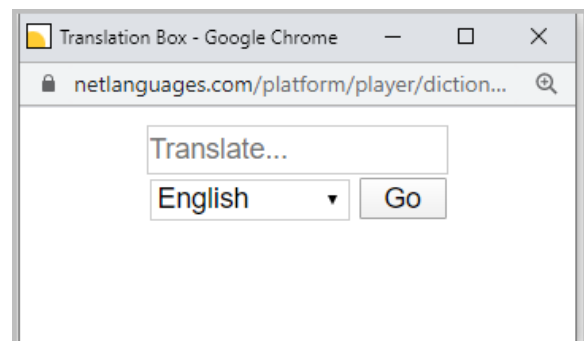
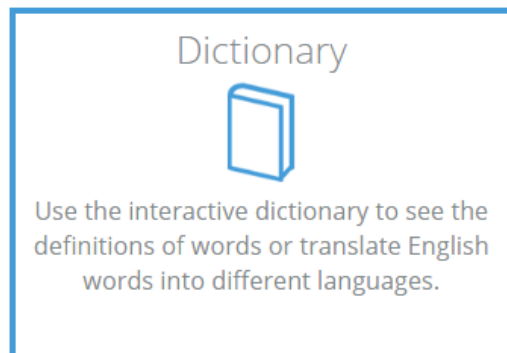
Text to speech



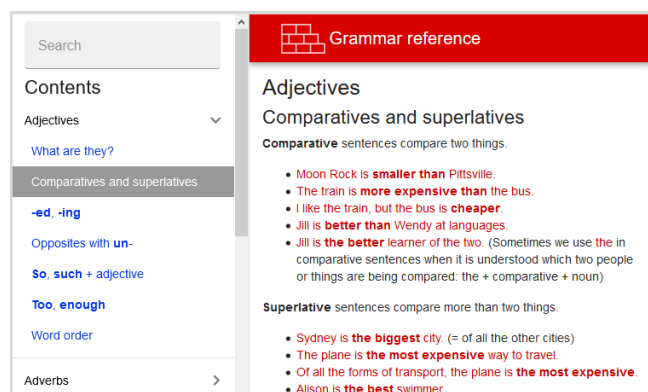
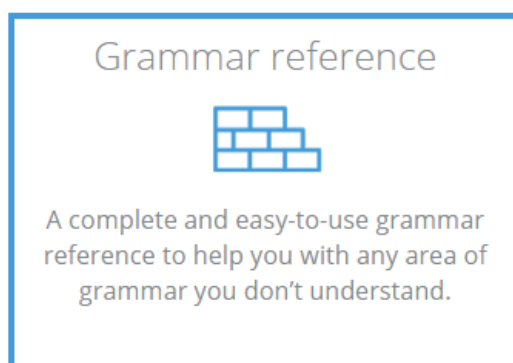
Record yourself tool



Dictionary



Grammar reference



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[®]

Home

About

Help

All the sounds of English

- Click on a sound and do the exercises.

Vowels

ɪ	ɪ	ʊ	u
e	ə	ɜ	ɔ
æ	ʌ	ɑ	ɒ

Consonants

p	b	t	d
f	v	θ	ð
m	n	ŋ	h

Pronunciation tool

netlanguages[®]

Home

Sounds

Words

Sentences

Contrasts

Help

/i:/

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



sheep



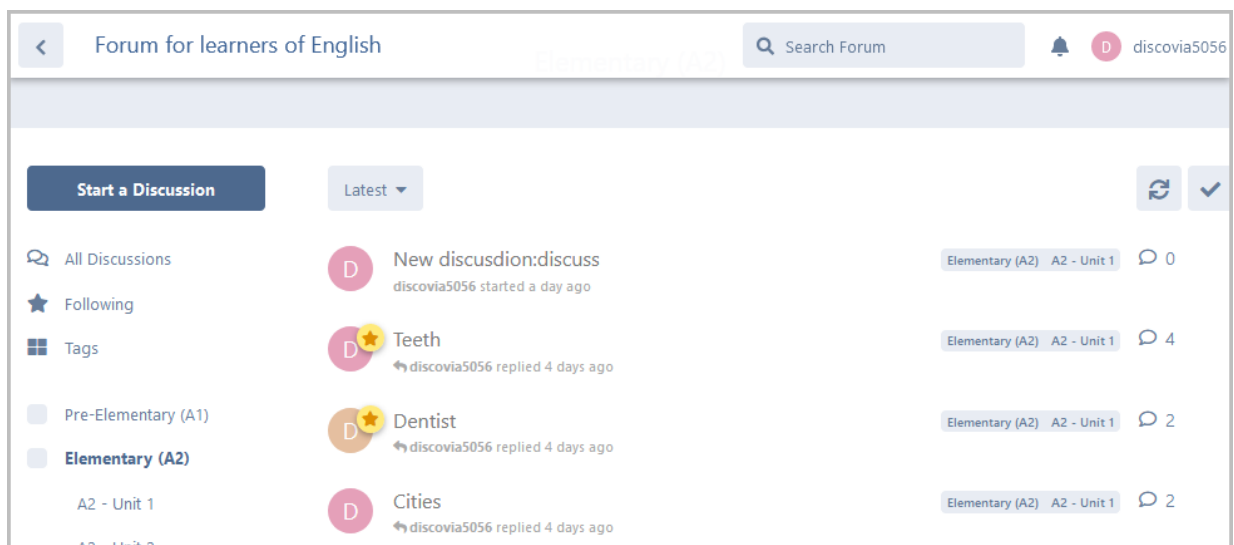
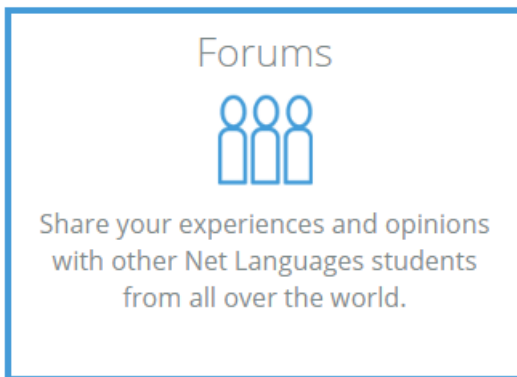
beach



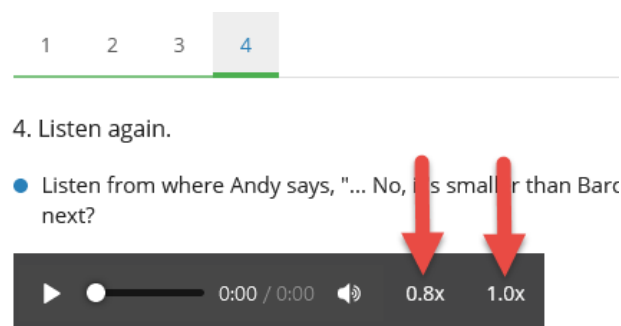
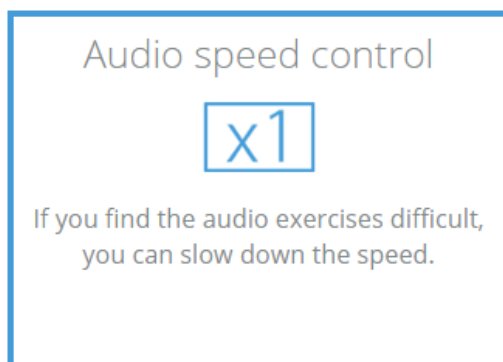
eagle



Forums



Audio speed control



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