

# QMT2602 BUSINESS ENGLISH 2

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# HOW CAN YOU BOOST YOUR BUSINESS ENGLISH SPEAKING?

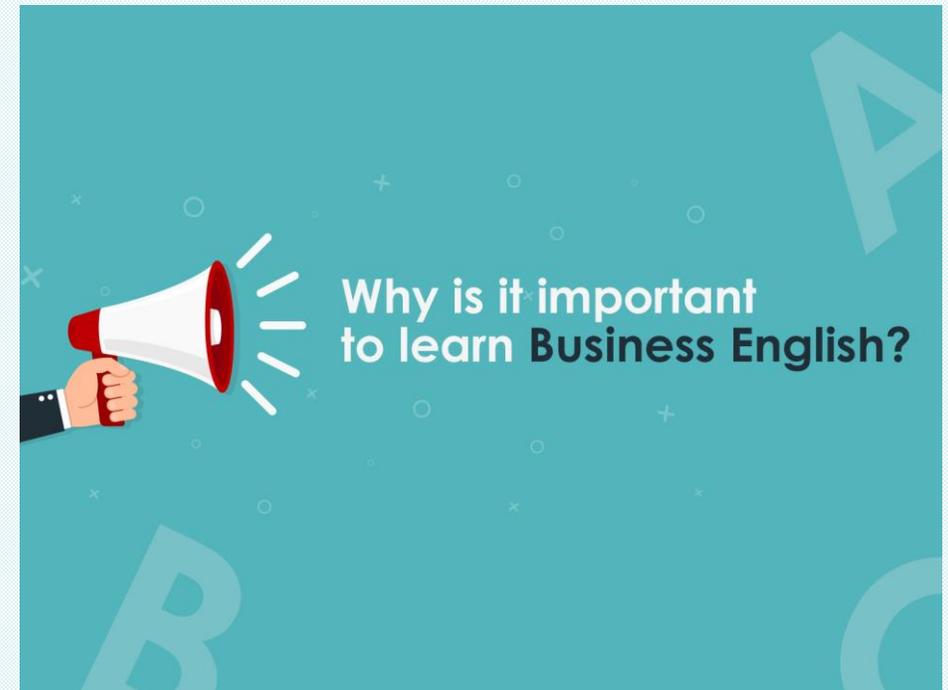
I have learnt English for many years.

I can do grammar activities well, I can read and write correctly, but now I need to present my company and negotiate with customers, and speaking is too difficult.

Why are my speaking skills so bad?

How can I understand foreign people better?

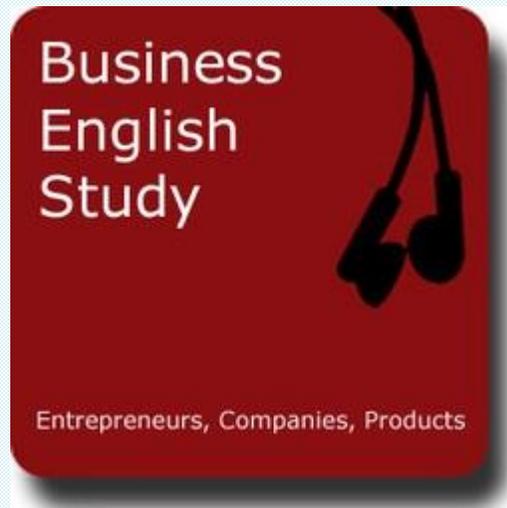
How can I improve my Business English?'



# HAVE YOU EVER FOUND YOURSELF IN ANY OF THESE SITUATIONS?

You have learnt business English for a long time, but still struggle:

you can understand texts easily, but when you have to communicate in day-to-day business English situations, you don't feel confident enough.



# THESE ARE THE MAIN PROBLEMS THEY OFTEN FACE:

Unsuccessful communication:

'I do not know how to say what I think, I cannot express all the ideas I have.'

Cultural barriers:

'I was misunderstood, we communicate differently in my country.'

Accent and pronunciation:

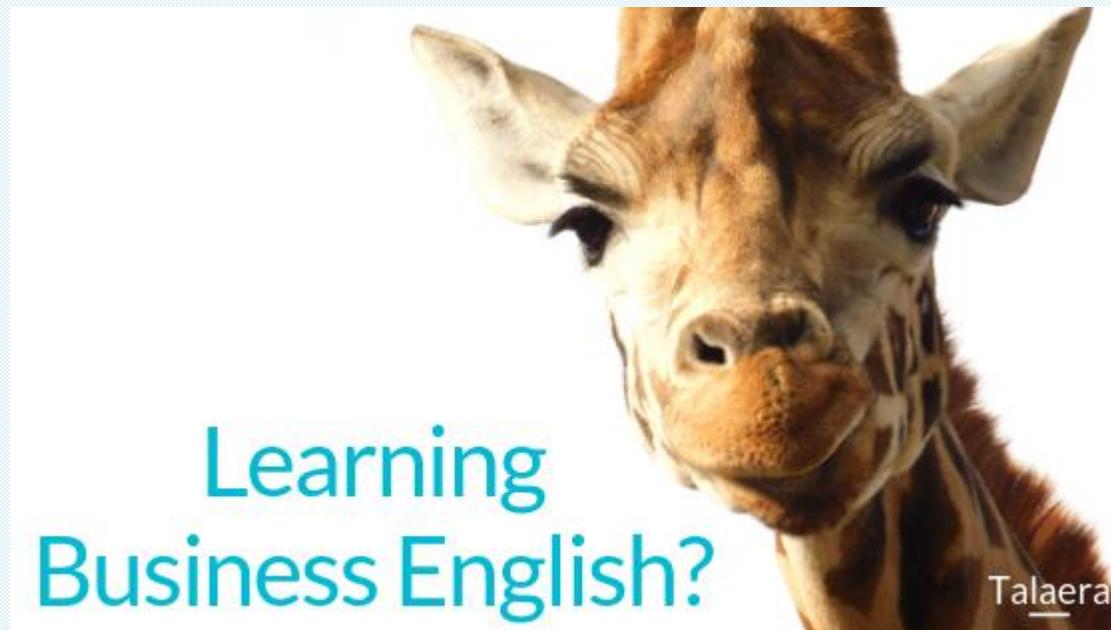
'I do not understand foreign people when they speak English, or they do not understand my accent.'

Lack of confidence:

'Speaking on the phone is too difficult and makes me anxious,' 'Job interviews are just too scary.'

# THE REASONS WHY YOU KEEP FAILING AT SPOKEN BUSINESS ENGLISH

Let's look at the main reasons why your spoken business English skills are not good



# LACK OF PRACTICE IN THE TRADITIONAL TEACHING METHODS

We know why you keep failing at spoken business English! And the reason is... because you haven't spoken enough! Easy, right?

At school you don't spend that much time speaking.



# NO TIME TO PREPARE



If speaking and listening seem difficult it is also because they're live.

They're about performance.

There is no undo.

No revision.

We can't go back and check that word we didn't understand.

We can't delete that sentence with poor grammar we just said.

It can be a bit scary, especially if we are talking about Business English.

# ANXIETY AND LACK OF CONFIDENCE



Anxiety is your biggest enemy!

When we write, we can take our time and think about the words we want to choose. We can use a dictionary or ask somebody for help.

With speaking and listening, there is no time to think, and this causes anxiety.

This can make you lose confidence, which makes you speak (or understand) worse than you would.

The workplace is not always the most relaxed place, and business English can feel daunting at times.

# HOW ACTIVE LEARNING WILL HELP YOU COMMUNICATE MORE EFFECTIVELY IN BUSINESS ENGLISH

The first thing you have to do is to ‘learn how to learn’, that is, memorising a list of words or follow complex grammar rules is definitely not the road to fluency.

**BUSINESS ENGLISH**  
COLLOCATIONS  
verb + noun

*arrange*  
*call*  
*hold*  
*host*  
*chair*  
*attend*  
*adjourn*  
*miss*  
*cancel*

*a meeting*

*reach*  
*come to*  
*work towards*  
*sign*  
*break*  
*keep to*  
*stick to*  
*adhere to*  
*be bound to*

*an agreement*

THE ENGLISH HALL

The infographic features a world map background, a calendar icon on the left, and a building icon on the right. A silhouette of a person in a suit is visible on the left side. The text is presented in a clean, sans-serif font, with the collocations themselves in a cursive script. The entire graphic is framed with a light blue and pink border.

# SWITCH FROM PASSIVE TO ACTIVE LEARNING.

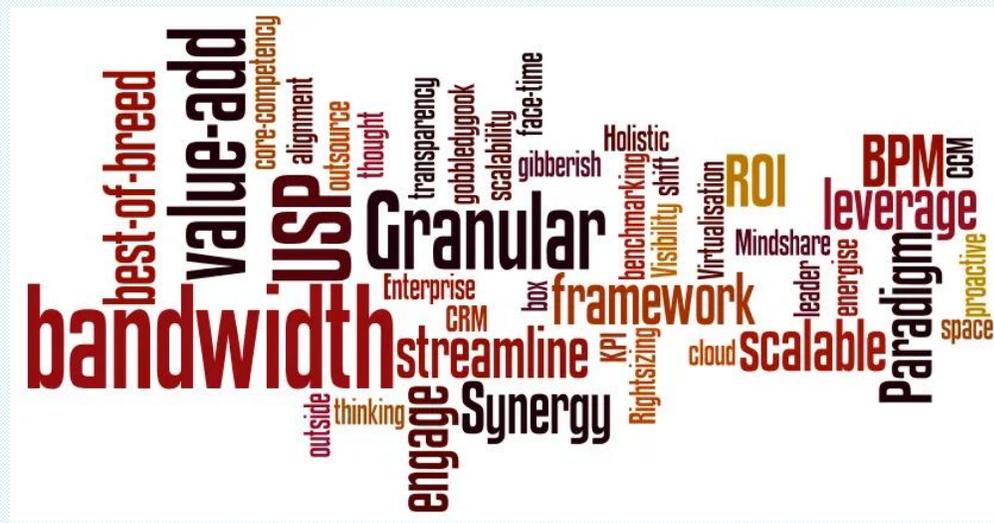
Would you learn how to cook by reading a recipe book?

Probably not.

You would most likely learn by cooking, and by burning a few dishes, using too much salt, and messing up.

It's the same with Business English - we need to step into the kitchen and get a little burnt sometimes.





By this it means, practice whenever you have the chance,  
don't be scared of making mistakes,  
and  
don't worry too much about getting it perfect the first time.  
We learn much more from doing than from reading and listening

# USE IT OR LOSE IT.



Get rid of all the things you learnt that aren't helping, and make a list with the specific things you actually need

- phone conversations,
- writing emails,
- negotiating,
- giving presentations,
- understanding a conference,

Once you have your goals, your direction, then you can collect the most common phrases that native speakers use in those situations.

# LEARN IN CONTEXT.

When do you use that word? In what situations?



# USE THE RIGHT COLLOCATIONS

Collocations are combinations of words that go together.

We don't do the bed, but make the bed.

If you master these, you will be much closer to sounding like a native speaker.

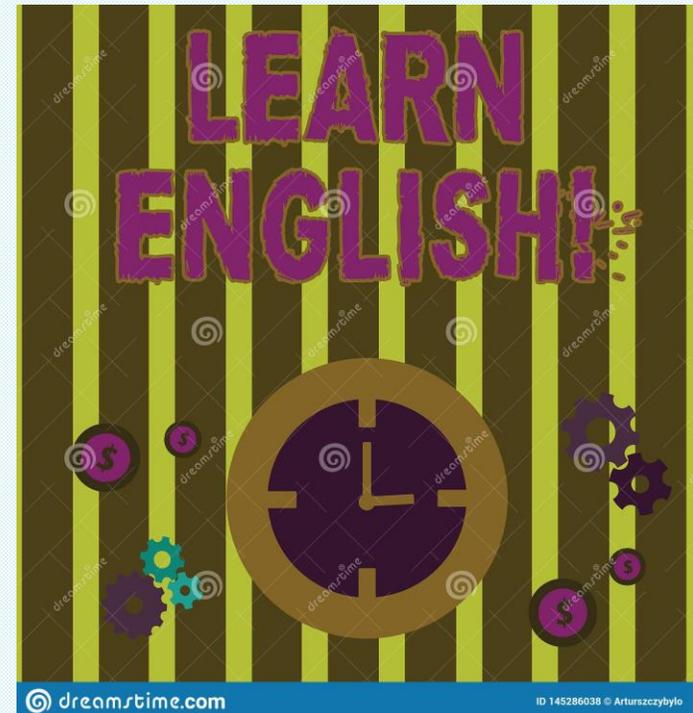
Learning how words are combined or using a collocations dictionary will make you sound like a pro.



# LEARN IN CHUNKS

Instead of learning a list of words with no context, try learning your vocabulary in a sentence.

This will help you remember them better.



# SHADOWING



Shadowing: listen to an English audio file (or video) and try to repeat after, trying to imitate the speaker.

Shadowing is a very powerful technique to improve your business English.

It consists of repeating a piece of English audio as you listen.

You should repeat after the speaker as soon as possible.

Don't let the speaker finish the sentence, and try to speak almost at the same time.

It's similar to when you sing along your favourite song!

It's much easier if you have the script, as you can read it at the same time you listen.

# SHADOWING

Don't worry if you don't understand everything you're saying, this is just about imitating a native English pronunciation.

This will help you improve your pronunciation, rhythm and intonation, as well as your listening skills.

Once you've mastered this, confidence will go up and up.



# RECORDING YOURSELF



Record Yourself: record yourself while reading an English text, listen to it, and practice the words you mispronounced.

Recording yourself will boost your accent.

For this, choose an English audio file with its transcript, listen to it carefully, and then record yourself while reading it (with your phone, for example).

Then, listen to your recording and find the differences between the original and your speech.

Underline the words that you mispronounced and try repeating them until you get them right.

You might have to repeat the process a few times, but once you get it, your accent will be much better!

# HOW TO PRACTICE ENGLISH ON A BUSY SCHEDULE?

Life is about priorities.

It doesn't matter how busy your day is.

You still manage to brush your teeth, go to work, and eat something.

You may not spend a full three minutes brushing your teeth.

You may not have the best work week or eat the healthiest meals,

but you make sure to practice your business English.

TIME BLOCKING  
to  
STUDY ENGLISH



# TURN YOUR DOWN TIME INTO LANGUAGE LEARNING TIME

Tonight when you get home and all you want to do is crawl under the covers and watch something online...be sure to watch it in English.

It doesn't have to be educational or informative.

The point is to watch something in English, even if it's just to unwind.



# READ NEWS HEADLINES IN ENGLISH

Most people quickly skim the top news stories in the morning.

If English is your second language, skimming entire news articles isn't very easy.

Since you want to quickly know the day's news (and you don't have time to translate an entire piece) find an English language news site and read the headlines.

You'll know what's happening in the world while learning a lot of useful nouns and verbs.



# WORKOUT TO ENGLISH POP SONGS

Listen to songs in English while running on the treadmill or commuting to work.

Don't be embarrassed to choose popular, top 40 songs.

They are repetitive, rhyming, and catchy - the perfect combination of factors for memorization.

The lyrics will get stuck in your head, teaching you pronunciation and prompting you to look up what they mean.

# TAKE A MENTAL VOCABULARY QUIZ



Stuck in traffic?

Are you one of a dozen people on a boring conference call?

Making breakfast?

While your mind wanders, play a vocabulary game in your head.

Think of how many objects you can name in English or how many related verbs (“to drive”, “to listen”, “to toast”) you can remember.

In this way, you can turn mindless tasks into useful memory exercises.

# DOWNLOAD LANGUAGE APPS

Language learning apps are great for picking up the basics of a language.

Keeps you in the language learning headspace, so you don't go long periods of time without any practice.

Boosts your confidence with the relatively easy activities that motivate you to challenge yourself even more.



# THINK IN ENGLISH

You'd be surprised how useful this is for language learning purposes and for de-stressing.

Thinking in English is helpful for obvious reasons.

You have to search your memory for all sorts of verbs, adjectives, and nouns.

The psychological benefit is that you're forced to prioritize your thoughts, slow down those anxious racing thoughts, and mentally tackle each matter one at a time.

Before you know it, you'll be planning out your grocery list and thinking about errands entirely in English.



# HOW TO PRACTICE YOUR ENGLISH WITHOUT A CONVERSATION PARTNER?



# TALK TO YOURSELF IN ENGLISH



The simplest solution to having no language partner is making yourself your language partner.

Just talk to yourself.

Play the role of two people by posing questions to yourself and then coming up with the responses to those questions.

This is a useful way of identifying your weak points.

Some language learners are great at answering questions but struggle with asking them or vice versa.

And if you're worried that talking to yourself is unhealthy, don't be!

Talking to yourself actually has motivational and instructional benefits.

# QUIT OBSESSING OVER THE DETAILS



Let's say you're talking to yourself in English while you're getting dressed or cooking a meal.

While you're doing this, don't obsess over small mistakes.

If you forget the word "comb", don't stop your external monologue in order to look it up.

See if you can work around it, the same way you'd have to if you were talking to someone at a restaurant or at the bank.

Your priority should be making yourself understood, not perfecting everything you say.

Once you've reached a conversational level, then you can move on to being precise.

# READ FAMOUS SPEECHES OUT LOUD

The most iconic speeches are famous for both their words and their delivery.

The cadence and pacing of the orator and the style and rhythm of the speechwriter are what give a speech its power.

Listen to famous speeches online, print out the transcripts, and practice reciting them out loud.

You should do this whether you have a language partner or not since it helps in several ways:

- You learn new words,
- practice your pronunciation, and
- improve your public speaking skills all in one go.

# READ FAMOUS SPEECHES OUT LOUD



# LEARN A COUPLE OF NEW EXPRESSIONS EACH DAY

If you want to sound like a native English speaker, dedicate some time to learning new phrases and expressions every day.

Perhaps the most frustrating part of a conversation in a second language is failing to understand the intended meaning of a full sentence, even though you know every word in the sentence.

<b>COMMON ENGLISH IDIOMS</b>	
<a href="http://www.eslforums.com">www.eslforums.com</a>	
• <b>In touch</b>	→ In contact, or in communication
• <b>Beat around the bush</b>	→ Avoid saying what you mean
• <b>Better late than never</b>	→ Better to arrive late than not to come at all
• <b>Break a leg</b>	→ Good luck
• <b>Call it a day</b>	→ Stop working on something
• <b>Easy does it</b>	→ Slow down
• <b>Get out of hand</b>	→ Get out of control
• <b>Hang in there</b>	→ Don't give up

# WRITE SCRIPTS FOR YOURSELF

Come up with possible scenarios and write a script.

Pretend you want to pitch an idea to your manager.

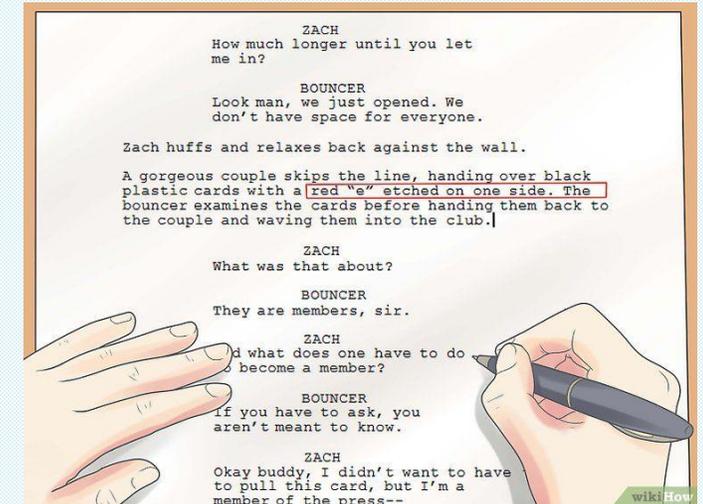
Script it out and practice.

This way, you can present your ideas clearly and confidently.

Most conversations take a predictable path with a few variations.

Include those variations and appropriate responses in your script.

You can add to your different scripts every time you encounter new expressions or scenarios in your day-to-day life.



A conversation partner makes for nice company  
but you don't need one in order to perfect your English.





# REFERENCES

<https://blog.talaera.com/learn-business-english>