

COURSE SYLLABUS
National Tsing Hua University
English for Oral Business Communication
Spring 2024

Instructor: I-Tsen Huang

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Course Description

The course aims to sharpen students' verbal communication skills and is designed to arm students with the language they need to speak professionally and express themselves confidently in a business environment. Through business simulations and scenarios, students are trained to use the language functions presented to resolve conflicts, give advice, solve problems, deal with business dilemmas, participate in meetings, negotiate, make decisions, promote products, and pitch ideas.

Office hours by appointment only

Tuesday 13:00 - 15:15

Required course materials

The course materials are available in each of the weekly folder on the eLearn learning platform. Students are required to access the files and print them out.

Grading policies

I. Attendance – 10%

- a. Each late arrival will result in a 2-point deduction of the semester grade.
- b. Each unexcused absence will result in a 5-point deduction of the semester grade.
- c. Students are required to email the instructor to request a leave of absence.
- d. Two unexcused absences will result in a failing grade.
- e. A total of three absences will result in a failing grade.
- f. Missing 15 minutes of class—arriving late, departing early, or leaving during class—counts as half an absence.

II. Participation: In-class oral contributions – 10%

Digital devices such as laptops, tablets, and mobile phones are not allowed in class.

III. Assignments (vocabulary and listening) – 40%

Late submissions are not graded.

IV. Speaking tasks and presentations – 40%

Information about assignments and classroom activities

- An excused absence does not negate the student's responsibility for assignments due during his or her period of absence. Students are obligated to email any due assignments to the instructor before the deadline.

- Success in this class depends on **regular and punctual attendance, active participation in class, and completion of assigned textbook exercises.**

Weekly schedule

Week	Date	Topic
1	2/20	Building relationships
2	2/27	Team communication
3	3/5	Managing bad news
4	3/12	Handling difficult communicators
5	3/19	Managing challenging feedback
6	3/26	Transparency in business
7	4/2	Dealing with urgency
8	4/9	Coaching and mentoring
9	4/16	Carrying out a needs analysis
10	4/23	Negotiating skills
11	4/30	Saying 'no' firmly and politely
12	5/7	Giving feedback on performance
13	5/14	Handling tense conversations
14	5/21	Dealing with risk
15	5/28	Influencing a decision
16	6/4	Presentations