



Communication Strategies
Professor David O'Flaherty, M.A.
Spring Semester, 2019

Contact information:

International College, Room 308
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Course Website: [Naver Band](#)
Note: Blackboard will NOT be used for this course

Grading Scale: Attendance **25%** Class Participation **25%** Midterm Exam **25%** Final Exam **25%**
(Note: Final grade will be assessed as either "Pass" or "Fail.")

Course Format: Lecture and in-class practice

Tardiness: If you are **tardy** for more than **30 minutes** of class = **1 absence**

Absences: If you are absent **4 times**, the school policy is that the student receives an F for the class. There are NO VALID EXCUSES for an absence. An absence is an absence, so I don't need an official notification for absence.

Rules:

- ✓ All students are to use the required text book: Tactics for TOEIC Speaking (Publisher: YBM-Sisa).
Not bringing your textbook to class will result in a lower grade for attendance.
- ✓ Conduct yourselves as respectful adults. Be courteous and polite to your peers.
- ✓ **Smartphones WILL BE USED as a tool in class.**
- ✓ **Speak with confidence and with the best clarity as possible.**
- ✓ **All students will TRY THEIR BEST to SPEAK in ENGLISH in class.**

Class Objective: To increase workplace communication competency so that students will be able to function effectively in a global workplace. Specifically, the students will be taught a series of tactics or strategies that will allow them to communicate effectively in a foreign language and to certain time and protocol constraints. Through this course, it is expected that students will increase their English vocabulary, and improve their fluency and use of idioms.

Class Competences: The basic student competencies in order of importance are:

1. Communication competence
 - learning to communicate in a high-pressure global working environment
 - dealing with problems in English and coming up with time-sensitive solutions
 - learning to clearly present and support ideas in English
 - expanding knowledge of idiomatic and business English
2. Global competence
 - understanding and demonstrating sensitivities when working in a multicultural environment
 - demonstrating competence in using workplace-appropriate language
3. Professional competence
 - recognizing and supporting the needs of customers or business partners, and responding to problems target markets, applying customer behavior
 - understanding the management and operational requirements of a successful business

Schedule:

Week 1	Orientation and introductions; the focus of the class will be on outlining the different question types on the test and will introduce basic strategies for all question types.
Week 2	Unit 1 Speaking Test Questions 1-2; Read a text aloud; the class will focus on improving pronunciation, and the intonation and stress of sentences; also, the pronunciation and stress of individual words and intonation in lists and questions will be studied.
Week 3	Unit 2 Speaking Test Question 3; Describe a picture; the focus will be on describing pictures in as much detail as possible, including the positions of objects with respect to other objects in the picture; strategies will include use of filler words and moving descriptions from the more general elements to the more specific ones.
Week 4	Unit 3 Speaking Test Questions 4-5; Respond to questions; the focus will be on responding to short, simple questions, as if the student were a secretary responding to simple phone inquiries; there will be an emphasis on smooth and consistent delivery, and relevant responses; strategies will include rephrasing using words from the questions and adding details to give fuller, lengthier responses.
Week 5	Unit 4 Speaking Test Questions 7-8; Respond to questions using information provided; the focus will be on responding to short, simple questions, as if the student were a secretary responding to a phone inquiry, with the added complexity of provided information, such as a travel itinerary; students will be required to pay attention to information in some kind of chart and will have to organize the information such that they will be able to access details immediately and with confidence; students will be expected to answer with full sentence responses, repeating key words from the questions, and will give polite reasons for rejected requests.
Week 6	Unit 5 Speaking Test Question 10; Propose a solution; the focus will be on a response to a telephone message where a customer has a specific problem and a complaint; students will be expected to recognize what the problem is, propose a solution, and apologize for the shortcoming; strategies will include picking out key information, students assessing their own role as the responder and using their imaginations to think of solutions quickly and effectively
Week 7	Unit 6 Speaking Test Question 11; Express an opinion; the focus will be on choosing between alternatives, expressing the opinion that one is better than the other choice, and supporting that opinion; the students must deliver a fluent and coherent response; strategies will include quickly choosing an answer and planning supporting points, and delivering confident opinions.
Week 8	Mid-Term Examination
Week 9	Unit 1 Speaking Test Questions 1-2 part II; Read a text aloud; the class will focus on improving pronunciation, and the intonation and stress of sentences; also, the pronunciation and stress of individual words and intonation in lists and questions will be studied; in addition, there will be a focus on pace, stress and intonation with transition words.
Week 10	Unit 2 Speaking Test Question 3 part II; Describe a picture; the focus will be on describing pictures in as much detail as possible, including the positions of objects with respect to other objects in the picture; strategies will include use of filler words and moving descriptions from the more general elements to the more specific ones.
Week 11	Unit 3 Speaking Test Questions 4-5 part II; Respond to questions; the focus will be on responding to short, simple questions, as if the student were a secretary responding to simple phone inquiries; there will be an emphasis on smooth and consistent delivery, and relevant responses; strategies will include rephrasing using words from the questions and adding details to give fuller, lengthier responses.
Week 12	Unit 4 Speaking Test Questions 7-8 part II; Respond to questions using information provided; the focus will be on responding to short, simple questions, as if the student were a secretary responding to a phone inquiry, with the added complexity of provided information, such as a travel itinerary; students will be required to pay attention to information in some kind of chart and will have to organize the information such that they will be able to access details immediately and with confidence; students will be expected to answer with full sentence responses, repeating key words from the questions, and will give polite reasons for rejected requests.
Week 13	Unit 5 Speaking Test Question 10 part II; Propose a solution; the focus will be on a response to a telephone message where a customer has a specific problem and a complaint; students will be expected to recognize what the problem is, propose a solution, and apologize for the shortcoming; strategies will include picking out key information, students assessing their own role as the responder and using their imaginations to think of solutions quickly and effectively
Week 14	Unit 6 Speaking Test Question 11 part II; Express an opinion
Week 15	Final Examination
Week 16	No classes.