



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

Contact information:

International College, Room 308
Office: 031-220-2633; Office hours: to be announced later
Email: davidosuwonel@gmail.com
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. |



Communications Strategy: TOEIC Speaking and Conversational English Fall 2019 Professor Dylan Stagg

Office Location: International College (국제대), room 302

Office Hours: Tuesday, 9:30-2:20, Friday 9:30-12:20

Email: dylanstagg99@gmail.com

Class Time: Tuesday, 2:30-5:20

Location: NIX Building (미래), room 104

Textbook: Tactics for TOEIC

I. Introduction

This class is both a preparation for the TOEIC Speaking test and an overview of conversational English at the intermediate level. The study of conversational English helps students find the essential tools needed to excel in a TOEIC Speaking Test, such as, the confidence to speak English, proper sentence structure, and the ability to speak at length about a variety of topics. Together, as a class, we will practice the following aspects of English for the TOEIC Test: pronunciation, intonation, grammar, vocabulary, cohesion, relevance and completeness. This will be accomplished through pronunciation/intonation exercises, vocabulary quizzes and grammar exercises.

There are 11 questions in the TOEIC Speaking Test, so each class will focus on learning how to answer a question and also improving basic speaking skills. There will be a speaking midterm. The final exam will include both a speaking test and a take-home TOEIC Speaking test. There will be weekly vocabulary quizzes.

II. Objectives

- To equip students with the English language skills required for understanding and achieving a high score on the TOEIC Speaking Exam
- To provide guidance and practice in basic general and classroom conversation and to engage in specific academic speaking activities
- To improve comprehensibility through pronunciation improvement
- To strengthen students' abilities to monitor and evaluate their own English language progress, initiate self-improvement, and develop compensatory language skills as required

III. Competencies

- Communicative, Self-directed learning, and Professional

IV. Grading

- Homework 30%
- Attendance 20%
 - Participation 10%
 - Quizzes 10%
- Midterm Exam 20%
- Final Exam 30%

V. Vocabulary Quizzes

The vocabulary for your quizzes will come from the pdf file “TOP 100 TOEIC Vocabulary Words.” Every week there will be a quiz on 10 words **AT THE BEGINNING OF CLASS**. These quizzes will count for 10% of your final grade. Any missed quiz is an automatic ZERO.

VI. Homework

Your homework will be done by emailing voice recordings, handouts given in class, or work in the textbook. Each homework assignment is due one week after it is assigned. There will be a 10 percent late penalty for each day an assignment is late.

VII. Participation

Your participation score is based on how often you speak in class. Your score is determined by the number of Suwon Dollars you accumulate. At the end of the semester, the student with the highest number will receive a 100% for participation, and the rest of the class will follow.

Note: This is a speaking class. You will be required to speak English for most of the class. You will make mistakes. I will correct you in front of the other students. This is not done to embarrass you, but rather to help you learn.

Attendance: You are allowed three absences. Four absences is an automatic F. Three times late = one time absent. If class begins at 11:30. 11:35 is late. 12:30 is absent. No exceptions.

VIII. Canvas

Each week information will be uploaded onto Canvas. The material posted will be:

- Course syllabus
- PPTs from class lectures
- Vocabulary quizzes
- Mp3s for homework
- Final Exam

IX. Schedule

| <u>Date</u> | <u>Lesson Objective</u> | <u>Lesson Focus</u> | <u>Vocabulary Words</u> |
|-------------|---|---|-------------------------|
| Class 1 | Introduction to the course | | |
| Class 2 | Pronunciation Practice | 1) Syllables 2) Haiku 3) Stress 4) Function/Content Words | abreast – dictate |
| Class 3 | Pronunciation Practice | 1) Focal Stress 2) Schwa 3) Contractions | expenditure – exact |
| Class 4 | Intonation Practice | 1) Thought Groups 2) Sure/Unsure 3) Finished/Unfinished 4) Question/Answer | disposition – novel |
| Class 5 | Intonation Practice Unit 1–TOEIC Speaking #1~2 | 1) Lists 2) Choices 3) Questions 1 & 2 Practice | onus – expatriate |
| Class 6 | Unit 2–TOEIC Speaking #3 | Describe a Picture | facet – cliché |
| Class 6 | REVIEW | | |
| Class 7 | Midterm Exam | | |
| Class 8 | Unit 3 & 9–TOEIC Speaking # 4~6 | Respond to Questions | concert – ado |
| Class 9 | Unit 4 & 10–TOEIC Speaking #7~9 | Respond to Information Given | abound – frank |
| Class 10 | Unit 5–TOEIC Speaking #10 (part 1) | Propose a Solution– Customer Demand | influx – tenure |
| Class 11 | Unit 11–TOEIC Speaking #10 (part 2) | Propose a Solution– Customer Request | transcend – proximity |
| Class 12 | Unit 6–TOEIC Speaking #11 | Express an Opinion | simulate – conviction |
| Class 13 | Grammar Practice | 1) A/An/The 2) Prepositions | |
| Class 14 | REVIEW | | |
| Class 15 | Final Exam | | |



The University of Suwon

COMMUNICATION STRATEGIES

Sean Morgan

Office Location: International College (former Business & Economics Building 3rd floor:

Email: seanallenmorgan@gmail.com **Phone:** 010 9770 2349

Office Hrs: To be announced

Required texts/materials: Available from the teacher in week 2

Course Website: <http://canvas.suwon.ac.kr/> <http://icsuwon.ac.kr>

COURSE OBJECTIVES:

- The student will become familiar with the procedures and rules on the online speaking test
- The student will be able to recognize different types of questions and anticipate the questions
- The student will learn brainstorming & strategies to answer complex questions.
- The student will be able to recognize when a certain tense is required.
- The students will learn how to use descriptive vocabulary, transitions, discourse markers and humor to make their speaking more comprehensible and interesting.

LEARNING COMPETENCIES: **Personality, communicative, global**

COURSE DESCRIPTION:

This is a 3-hour English conversation course designed to help students improve their communication strategies and receive a high score on a real speaking test. The goal of this course is to familiarize students with formal and informal global English and various questions that may be asked while communicating with foreigners. Students will learn how to anticipate questions and answer them strategically. This class involves in-class group work, presentations, homework activities and online discussions on SNS. Students will be encouraged to work in groups and collaborate. Each student will be given a midterm and final 1-on-1 interview.

LANGUAGE:

This course will be taught in English. Students will need an intermediate level of English to understand the course readings, complete the homework and do well on the exams

GRADING:

| | | | | | |
|-------------|-----|----------------|-----|-----------------|-----|
| Attendance: | 20% | Participation: | 10% | Midterm 1-on-1: | 20% |
| Homework | 20% | Final 1-on-1: | 20% | Presentations: | 10% |
| | | | | | |

PRESENTATIONS: Each student will be required to give 2 presentations during the semester based on a topic below. Students may choose another topic after consultation with the professor. Students are responsible for discussion, feedback and quiz following the presentation. Students should reserve the dates and times.

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|---|
| Going through immigration Taking an airplane Taking a taxi Ordering food Checking in to a hotel Going to the bank Buying clothes Telephone English Tips on TOEIC/IELTS Job Interview Negotiations Complaining Apology |
|---|

ATTENDANCE POLICY

If you wish to improve your English, it is crucial that you come to every class on time. To complete a course, students must attend at least 75% of classes.

- More than 4 absences will result in a grade of FAIL.
- Students late for more than the first 15 minutes of the class hour = 1 absence. But, 1 hour late will result in 1 absence. 3 times late = 1 unexcused absence.
- Being absent will NOT be excused. I will not accept official documents. You are responsible for finding out what you missed in class.

Communication Strategies: Week-by-week Schedule

| Wks | Dates | Topics for in-class lecture and discussion | Homework |
|-----|-----------------|--|---|
| 1 | Aug 26 – Aug 30 | Speaking test & course overview Buy textbook and explain homework policy Level testing (written & oral) | H/W: Write a personal introduction Deadline: March 15 |
| 2 | Sep 2 – Sep 6 | Student Introductions Background survey Anticipating easy, mid, advanced questions regarding common hobbies | H/W: Answer 2 easy hobby questions that you selected on the survey using simple present tense. Deadline: March 22 |
| 3 | Sep 9 – Sep 13 | Brainstorming How to comment on each question How to use discourse markers when a problem arises Using effective and various transitions to improve the flow of your answer. * Presentations | H/W: Answer the questions using discourse markers from pg 45 in the book. Deadline: March 29 |
| 4 | Sep 16 – Sep 20 | Definite & Indefinite Articles Learn how to use articles for countable and uncountable nouns Learn about how articles can change the meaning of a sentence *Presentations | Text H/W: Answer the questions from 50-51 in the book |
| 5 | Sep 23 – Sep 27 | Introducing Western Humor Learn how to exaggerate / self-deprecate Take advantage of stereotypes and sarcasm within your answers Uncovering similarities between Asian and Western humor through shared experiences *Presentations | H/W: Describe humorous experiences doing hobbies, embarrassing moments and other funny episodes Deadline: TBA |
| 6 | Oct 1 – Oct 4 | Learning the difference between closed and open ended questions How to ask questions, respond and maintain a conversation - Reserve times for midterm *Presentations | H/W: Make 25 questions based on textbook 2nd H/W: Compose a speech Deadline: TBA |
| 7 | Oct 7 – 11 | Review first 6 weeks of class Review old exams Give advice about the speaking test Mock interviews with other students | Text: Review pages 14-16 & 41-58 for the midterm No homework |
| 8-9 | Oct 14 – Oct 25 | Midterm weeks 10 minute 1 on 1 interviews scheduled | No homework during these weeks due to midterms |

| | | | |
|--------|--------------------|---|--|
| 10 | Oct 28 – Nov 1 | Students will learn how to use and articulate unique descriptive adjectives and nouns to describe common places and familiar people in their lives | H/W: Describe a family member and your apartment's interior and exterior. Deadline: TBA |
| 11 | Nov 7 - Nov 11 | Students will learn how to tell a personal story or memorable event using simple past and past continuous tenses. *Presentations | H/W: Describe memorable events about hobbies Deadline: TBA |
| 12 | Nov 14 – Nov 18 | Students will learn how to answer questions based on hypothetical situations and conflicts as well as sharing stories dealing with such events *Presentations | H/W: Answer questions based on personal experience or how you would deal with something Deadline: May 31 st |
| 13 | Nov 21 – Nov 25 | Students will learn how to compare pros and cons on social issues in detail and express opinions on debatable topics with supporting evidence or examples *Presentations | H/W: Answer questions on hot issues from page 72 Deadline: TBA |
| 14 | Nov 28 – Dec 1 | Students will learn how to use different future verbs and phrases to indicate short-term and long term plans, intentions predictions and goals. Reserve final exam times *Presentations | H/W: Answer questions on short/long term future goals. Deadline: TBA |
| 15, 16 | Dec 4 – Dec 15 | Final exams 12-minute interviews | H/W: None (Study for final exams) |
| | | | Have a wonderful winter vacation! |



Communication Strategies (TOEIC Speaking)

Time: Thursday, 9:30-12:20

Professor: Todd Arthur Wolf (toddarthurwolf@gail.com)

Office hours:

Monday: 9:30am - 10:20pm. 1:30- 2:20pm.

Tuesday: 12:30pm – 2:20pm.

Wednesday: 12:30am – 2:20pm.

Thursday: 12:30 – 2:20pm.

Contact info: Administration Building Room 301. Email toddarthurwolf@gmail.com **Phone:** 010-2476-2444

Textbook: Tactics for TOEIC (ISBN 978-89-17-19696-2)

I. Introduction

This class is in part a preparation for the TOEIC Speaking test, and a very useful, practical class to improve your conversational speaking abilities. In this class, we will practice the following aspects of English: pronunciation, intonation, grammar, vocabulary, cohesion, relevance and completeness (special emphasis will be given to **pronunciation, intonation, grammar and vocabulary**). This will be accomplished through pronunciation/intonation exercises, vocabulary quizzes and grammar drills. The first half of the semester will focus on improving basic speaking skills. The second half of the semester will focus on test preparation. There will be a speaking midterm. The final exam will be a TOEIC Speaking test. There will be weekly vocabulary quizzes.

II. Objectives

- To equip students with the English language skills required for understanding and achieving a high score on the TOEIC Speaking Exam
- To improve comprehensibility through pronunciation improvement
- To strengthen students' abilities to monitor and evaluate their own English language progress, initiate self-improvement, and develop compensatory language skills as required
- To provide students with a realistic assessment of academic language demands

III. Grades

| | |
|---------------|-----|
| Midterm Exam | 20% |
| Final Exam | 20% |
| Participation | 30% |
| Homework | 30% |

***As of 2016, this class will be graded on a PASS/FAIL basis. Anybody who has a final score below 70% or is absent 4 times will receive a FAIL.**

IV. Vocabulary Quizzes

The vocabulary for your quizzes will come from the pdf file "TOP 100 TOEIC Vocabulary Words," or from vocabulary provided in class by the instructor. Some weeks there will be a quiz on 10 words **AT THE BEGINNING OF CLASS**. These quizzes will count for 10% of your final grade. Any missed quiz is an automatic ZERO. These quizzes account for over 50% of the homework score.

VI. Participation

Your participation score is based on how often you speak in class and how often you come to class. This is a subjective assessment on my part. *You are allowed four absences. Five absences is an automatic F. Three times late = one time absent. Class begins at 1:30. 1:31 is late. 1:45 is absent. No exceptions.*

This is a speaking class. You will be required to speak English for most of the class. You will make mistakes. I will correct you in front of the other students. This is not done to embarrass you, but rather to help you learn.

VII. Policies

***There are no excused absences**

***Tardiness**

- Late for more than the first 5 minutes of class = unexcused absence
- 3 times late = 1 unexcused absence.

***Missed Exam**

- **The course has 2 exams – (Midterm Exam and Final Exam).
- a) Missing any exams results in an automatic F for the class.
- b) Makeup exams may be allowed but will have a lower score because they are late.

IX. Schedule

| <u>Date Week</u> | <u>Lesson Objective</u> | <u>Lesson Focus</u> | <u>Vocabulary Words</u> |
|-----------------------------|---|--|--------------------------------|
| 1st | Intro, Look at TOEIC Speaking Test | | |
| 2nd | Pronunciation Practice | 1) Syllables 2) Stress 3) Function/Content Words | |
| 3rd | Pronunciation Practice | 1) Focal Stress 2) Schwa 3) Contractions | abreast – dictate |
| 4th | Intonation Practice | 1) Sure/Unsure 2) Finished/Unfinished 3) Question/Answer | expenditure – exact |
| 5th | Intonation Practice Unit 1 – TOEIC Speaking #1~2 | 1) Lists 2) Choices 3) Questions 1 & 2 Practice | disposition – novel |
| 6th | Grammar Practice | 1) A/An/The 2) Prepositions | onus – expatriate |
| 7th | REVIEW | | facet – cliché |
| 8th | Midterm Exam | | |
| 9th | Unit 2 – TOEIC Speaking #3 | Describe a Picture | concert – ado |
| 10th | Unit 3 & 9 – TOEIC Speaking # 4~6 | Respond to Questions | abound – frank |
| 11th | Unit 4 & 10 – TOEIC Speaking #7~9 | Respond to Information Given | influx – tenure |
| 12th | Unit 5 – TOEIC Speaking #10 (part 1) | Propose a Solution – Customer Demand | transcend – proximity |
| 13th | Unit 11 – TOEIC Speaking #10 (part 2) | Propose a Solution – Customer Request | simulate – conviction |
| 14th | Unit 6 – TOEIC Speaking #11 | Express an Opinion | |
| 15th | Final Exam | | |