TAITRA
International Trade Institute

Meetings Skills 商務技能 A 組會議

(Intermediate) 參考級數:多益 550-650

(Jan-Mar 2023)

Frequency and duration: 10 x two-hour classes

Course Aim:

The aim of the *Meeting Skills* course is to provide students with the necessary skills and knowledge to chair and participate in meetings conducted in today's work environments, including the ability to work remotely.

Course Description:

Effective communication in a meeting context is important to modern businesspeople. Being able to do so in English is not only important but also more difficult. You should develop many necessary and useful skills which will transfer well to your work environment.

In our Meeting Skills course, you will have the opportunity to advance your English language skills in the following areas:
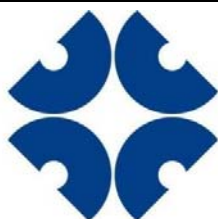
- chairing and participating in meetings
- building rapport
- dealing with agenda issues
- clarifying discussion topics
- making positive suggestions
- dealing with disagreement and criticism
- reaching agreement
- taking minutes
- chairing and participating in online meetings

Course Materials:

The course material used in class is from material developed in-house and supplementary material will be provided by the instructor when needed.

Course Details: The unit order may be subject to change as instructors choose how to structure their lessons.

Week	Topic	Additional Materials
1	Making Arrangements ● Arranging meetings by email ● Using First Names ● Arranging meeting time	Assignment ● Writing email with an agenda
2 - 3	Getting Started ● Small talk ● Opening a meeting ● What's on the agenda?	Assignment ● Create a meeting opening
4 - 5	Making Progress ● Reporting progress ● Interruptions ● Giving and asking for clarification	Assignment ● Delivering a progress report
6	Sharing Opinions ● Asking for opinions ● Expressing your own ● Responding to the opinions of others ● Disagreement and criticism	Assignment ● Role-play
7	Reaching Agreement ● Language of agreement ● Talking about possibilities ● Voting process	Assignment ● Creating conditionals
8 - 9	Concluding ● Summarizing ● Assigning tasks ● AOB	Assignment ● Follow-up email with minutes
10	Online Meetings ● Pros and cons of online meetings ● Tips for more productive online meeting ● Useful language for online meeting situations	Assignment ● Role-play

	TAITRA International Trade Institute **Negotiation Basics** 商務技能 **B** 組談判 **(Upper Intermediate)** 參考級數:多益 **650** 或以上 **(Jan-Mar 2023)**

Frequency and duration: 10 x two-hour classes

Course Aim

The aim of the *Negotiation Basics* course is to provide students with the necessary basic skills and knowledge of how negotiations work in English in today's work environments. This course will include not only a technical understanding of negotiations, but also look at the English language skills required at various stages of a negotiation.

Course Description

Building on our *Meeting Skills* course, this first Negotiations course will help you develop stronger competency in effective communication in a negotiation. In our *Negotiation Basics* course, you will have the opportunity to advance your English language skills in the following areas:

● understanding basic concepts about negotiations

● preparing to negotiate using a plan

● building rapport with negotiating counterparts

● stating opening positions in the proposal stage

● using questioning techniques to probe your counterpart's interests

● knowing how to bargain appropriately

● closing a negotiation

Note: *On completing this course, you could also sign up for ITI's Negotiating Internationally course.*

Course Materials:

The course material used in class is from material developed in-house and supplementary material will be provided by the instructor when needed.

Course Details:

The unit order may be subject to change as instructors choose how to structure their lessons.

Week	Topic	Additional Materials
1 - 2	Course Introduction • Learning Outcomes • Introducing Yourself • Types of Negotiation • Key Terms and Phrases	Assignment • Thomas Kilmann Questionnaire
3 – 4	Negotiation Planning • Stages of a Negotiation • Understanding opening, target, and reservation points • Establishing a BATNA	Assignment • Create a BATNA
5 – 6	Starting the negotiation • Building Rapport • Consequences of poor rapport • Proposal Stage • Positions vs Interests	Assignment • Create an opening proposal
7 – 8	Bargaining • Win, Compromise, or Collaborate • What's the ZOPA? • Attaching conditions • Giving reasons	Assignment • Use conditional sentences to give reasons and attach conditions
9	Closing the Deal • Summarizing • Ending positively	Assignment • Create a dialogue
10	Course Project • Mock Negotiation Role-play	Assignment • Course project instructions • Pre-negotiation tasks