I. Title: Conversational English for Business Administration Students

II. Codification: INCO 3126

III. Number of Credits/Hours
2 credits per semester, 2 contact hours per week, 30 hours per semester, 2 professor hours.

IV. Prerequisites: None

V. Course description: Course designed to train students in oral communication skills for use in Business and social settings. Emphasis is given to good speaking manners, telephone conversations, interviews, presentations and group discussions. Recording equipment will be used to create good conversational habits.

VI. Course Objectives:
1. Communicate orally in English on topics of a business nature.
2. Utilize terms and expressions that have business applicability in appropriate ways.
3. Initiate and participate in brief conversations of business topics on a one-to-one basis or in small groups.
4. Develop and apply the basics skills, including listening and speaking, for effective participation in business meetings.
5. Express and defend personal and professional opinions on work and business related topics.

VII. Course Content:

<table>
<thead>
<tr>
<th>Content Outline</th>
<th>Time Distribution</th>
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</thead>
<tbody>
<tr>
<td>1. Interpersonal Habits of Successful Communicators</td>
<td>2 hours</td>
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<tr>
<td>2. Discourse Skills for Effective Participation in Discussions</td>
<td>5 hours</td>
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<tr>
<td>3. Techniques for Performing Well in Conversations</td>
<td>3 hours</td>
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<tr>
<td>4. Business Jargon, Terminology and Pronunciation</td>
<td>3 hours</td>
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<tr>
<td>5. Interpersonal Interactions at All Levels of Company Hierarchy</td>
<td>2 hours</td>
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<tr>
<td>6. Structured Conversational Activities for Concept Exploration</td>
<td>5 hours</td>
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<tr>
<td>7. Role Play Activities for Concept Application (Evaluated)</td>
<td>10 hours</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30 hours</strong></td>
</tr>
</tbody>
</table>
VIII. Instructional Strategies:

1. Students will participate in small group discussion responding to readings providing specific strategies for success in business conversation.
2. Whole group analysis of concrete applications of communication concepts will motivate students to internalize a conceptual basis for oral communication practices and techniques.
3. Structured small group discussion activities that focus on speaking and listening skills will permit students to apply techniques and skills for effective participation and performance in business conversations.
4. Small group role plays on real-life business situations requiring analysis of business theory and practice will encourage the integration of speech strategies with business content.

IX. Learning Resources:
Given the practical nature of the class, the professor and students' use of resources can be limited to only those which facilitate oral interaction and listening practice, such as:

- Textbook
- CD Player
- Audio cassettes/CD’S of authentic business conversation.

X. Evaluation Strategy

Recommended evaluation instruments include quizzes for individual performance on specific learning tasks, and rubrics for evaluating oral expression and participation in group role plays. Individual participation can also be used as an evaluation tool. A sample distribution is as follows:

1. Quizzes: 30%
2. Participation in class activities: 20%
3. Group Role Plays 50%

____________________
100%

XI. Grading System
A standard curve is recommended.

100-90% A
89-80% B
79-70% C
69-60% D
59-0% F

XII. Bibliography:


**LAW 51**

UPR-Humacao complies with ADA (Americans with Disabilities Act) and Law 51 (Integrated Educational Resources for Persons with Disabilities) to guarantee equal access to education and services. Students with disabilities should inform the professor of the course about special needs and/or reasonable accommodations for the course on the student information card filled out during the first week of classes. He/she should also visit the Services for Students with Disabilities Office. **Strict confidentiality will be maintained.**

**DERECHOS DE ESTUDIANTES CON IMPEDIMENTOS**

La UPR-Humacao cumple con las leyes ADA (Americans with Disabilities Act) y 51 (Servicios Educativos Integrales para Personas con Impedimentos) para garantizar igualdad en el acceso a la educación y servicios. Estudiantes con impedimentos: informe al (la) profesor(a) de cada curso sobre sus necesidades especiales y/o de acomodo razonable para el curso, en la tarjeta de información de la primera semana y visite la Oficina de Servicios para la Población con Impedimentos (SERPI) a la brevedad posible. **Se mantendrá la confidencialidad.**

*Revised by: Prof. Elizabeth Hodges  
October, 2005*