

Workplace Communication & Business English Study Notes

Online English with Teacher Sumadia

Overview:

Effective workplace communication is essential for success in professional environments. These notes will help adult ESL learners improve their Business English vocabulary, communication skills, and confidence in professional contexts.

1. Key Workplace Communication Skills

- 1 Active Listening – Focus on understanding what others say before responding.
- 2 Clarity and Conciseness – Keep your message simple and to the point.
- 3 Politeness and Professional Tone – Use polite expressions and respectful language.
- 4 Non-Verbal Communication – Maintain eye contact, posture, and facial expressions appropriately.
- 5 Feedback – Give and receive feedback constructively.

2. Common Business English Phrases

- 1 **Making Requests:** Could you please send me the report by Friday?
- 2 **Offering Help:** Let me know if you need any assistance with that.
- 3 **Agreeing Politely:** I completely agree with your point.
- 4 **Disagreeing Professionally:** I see your point, but I have a different perspective.
- 5 **Ending Conversations:** It was great speaking with you. Let's follow up next week.

3. Professional Email Writing Tips

- 1 Start with a polite greeting (e.g., Dear Mr. Smith).
- 2 Use clear subject lines (e.g., Meeting Confirmation – Thursday 10 AM).
- 3 Keep paragraphs short and focused.
- 4 Use formal but friendly language.
- 5 End with a professional closing (e.g., Kind regards, Best wishes).

4. Useful Vocabulary for Meetings

- 1 Agenda – a list of topics to discuss
- 2 Minutes – written record of what was discussed
- 3 Consensus – general agreement
- 4 Proposal – a plan or suggestion
- 5 Deadline – the final date for completion

5. Practice Activity

Choose a workplace situation and practice using the phrases above. Example: You are attending a team meeting. How would you agree, disagree, or offer help?

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