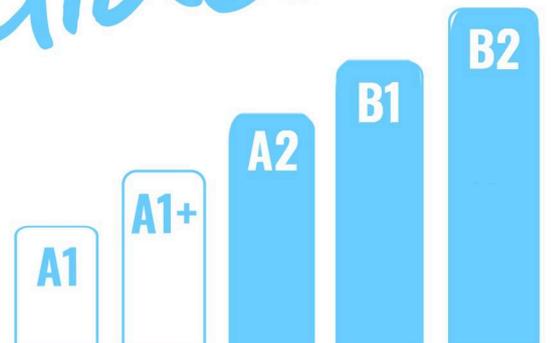




Business English

Professional Business Email Communication

Intermediate





Intermediate

Professional Business Email Communication Course Outline

UNIT 1

Introduction to Email Writing

Lesson 1 - Vocabulary for Emails.

Lesson 2 - Orientation to the Email Platform.

Lesson 3 - The Structure of an Email.

Lesson 4 - Email Etiquette.

Lesson 5 - Let's Write the Email!

UNIT 2

Crafting Clear and Concise Emails

Lesson 6 - Appropriate Ways to Start and End an Email.

Lesson 7 - Understanding Verb Forms.

Lesson 8 - Gerunds vs Infinitives.

Lesson 9 - Organising Content.

Lesson 10 - Let's Write the Email!

UNIT 3

Tone and Style in Business Emails

Lesson 11 - Formal Lexis.

Lesson 12 - Formal and Informal Expressions.

Lesson 13 - The Tone of the Email.

Lesson 14 - Adapting Your Tone to the Recipient.

Lesson 15 - Let's Write the Email!



Intermediate

Professional Business Email Communication Course Outline

UNIT 4

Writing Questions and Requests

Lesson 16 - Making Requests in Business Emails.

Lesson 17 - Responding to Requests Politely.

Lesson 18 - Question Formation.

Lesson 19 - Direct and Indirect Questions.

Lesson 20 - Let's Write the Email!

UNIT 5

Negotiations, Suggestions & Imperatives

Lesson 21 - Diplomatic Language.

Lesson 22 - Negotiations.

Lesson 23 - Imperatives.

Lesson 24 - Making Offers and Suggestions.

Lesson 25 - Let's Write the Email!

UNIT 6

Addressing Common Email Scenarios

Lesson 26 - Apologies and Dealing with Mistakes in Emails.

Lesson 27 - Dealing with Difficult Topics by Email.

Lesson 28 - Understanding Phrasal Verbs.

Lesson 29 - Phrasal Verbs for Emails.

Lesson 30 - Let's Write the Email!



Intermediate

Professional Business Email Communication Course Outline

UNIT 7

Informal Communication

Lesson 31 - Informal Expressions and Abbreviations.

Lesson 32 - Emoticons and Colloquial Forms in Emails.

Lesson 33 - Appropriacy of Emoticons in Emails.

Lesson 34 - Reduced Forms in Emails.

Lesson 35 - Let's Write the Email!

UNIT 8

Polishing Your Email Writing Skills

Lesson 36 - Writing Emails for Job Applications.

Lesson 37 - Email Communication for Project Management.

Lesson 38 - Email for Customer Service Communication.

Lesson 39 - Emails for Sales and Marketing.

Lesson 40 - Let's Write the Email!