

Practical Business Phone English

교육분야	Business English		
교육과정명	"실무 역량을 키우는 비즈니스 전화영어"		
교육일자	2025.10.23 (Thu)	교육시간	총 4시간 (13:30~17:30)
강사명	Daniel	교육생 준비물	-
교육 목적	Helping businessmen to succeed over the telephone		
교육대상	실무에 바로 적용 가능한 비즈니스 전화 능력 향상을 희망하는 임직원		

Lecture Time	Subject	Note
1 st Class (50")	Practicum: telephone a Korean colleague. Introduction: cultural awareness while using telephone.	
13:30~14:20	Formal vs. Informal language and use of language to achieve it.	
Break		
2 nd Class (50")	Practicum: Calling an overseas partner. 1.Name usage: Difference between cultures and how it affects communication.	
14:30~15:20		
Break		
3 rd Class (50")	Practicum: Overseas call while remembering different cultural needs of the country you're talking to.	
15:30~16:20	1.Small talk expectations: When it is important or needed to be used and when it isn't.	
Break		
4 th Class (50")	Practicum: calling a customer from three different cultural regions: America or Germany, Arab or Asian country, and France or Brazil	
16:30~17:20	1.Polite expressions: Always use it until it is necessary to not use it.	