

教师手册
Teacher's Manual

信息技术高级英语教程

Make IT Easy:

**An Advanced English Course
for Information Technology Majors**

主编 吴 敏

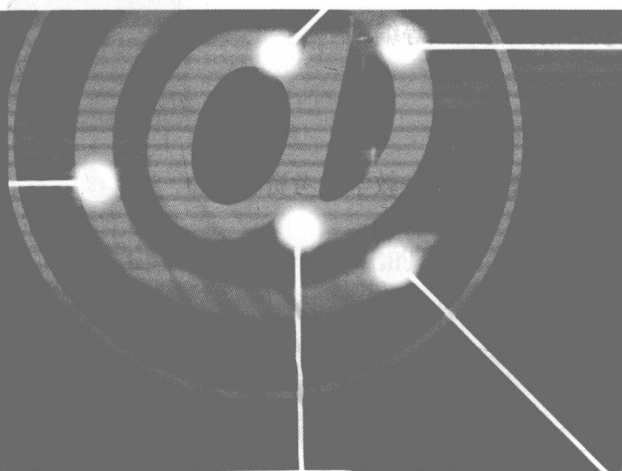
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此书附益在资源建设至

阅 览



信息技术高级英语教程

Make It Easy:

**An Advanced English Course
for Information Technology Majors**

主编 吴 敏

编者 赵斌斌 吴桂兴 施炳华 郭 燕



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129890369431204508

网络教学平台卡号使用指南：

第一步

在浏览器地址栏中输入网址：<http://itenglish.sflep.com>；

第二步

选择“卡登录”，输入网络教学平台卡号登录网站；

第三步

填写账号、密码及邮箱信息，并选择所在院校；

第四步

创建班级；

第五步

开始课程和学生管理。

序

社会全球化和经济一体化的今天，英语作为一种科教文化交流和产业合作的工具显得更加重要。我国的英语教育从小学开始，许多发达地区和城市甚至从幼儿园就开始，直到博士生的教育都设有英语课程，然而，社会和用人单位对我们毕业生英语水平的评价并不能令人满意，不得不促使我们教育者反思。

中国科学技术大学软件学院在五年前，尝试为硕士研究生开设专业情景实用英语选修课程，受到学生的热选，课堂上学生们的积极性和参与程度超出我们当初的想象，实践表明，学生在这门课程中了解了一些工作交流和应用语言的场景，理解了一些实际表述和交流的技巧，掌握了一些英语语言应用的能力，尤其是学会了如何在工作和交流中不断学习和提高语言应用的水平。编者正是在这个基础上，以教育部人文社会科学研究“工程科技人才培养专项”——“以专业性和情景化为导向的工程硕士英语课程改革”项目为契机，全面改革信息技术类硕士研究生的基础英语课程，这套全新的教程正是这个项目的成果之一。

在评价这套教程时，可能确实需要转变一些教育观念。首先，硕士生基础英语的教学和教材内容是继续来源于传统的英美文学和文化等经典文章和书籍，还是来源于现代交流语言和工作文档等实际应用的情景和材料？本教程的编者不仅来自于一线的英语教师，还有具有国外企业工作多年经历的专业课教师，也有外籍信息技术产业的专家。编者尝试围绕着当前信息技术产业国际合作和产品开发业务流程最常见的交流情景和工作语言来选编教程内容，尽管选文称不上“经典”，但它们来源于工作交流和生产实际。

其次，新一代的读者是否更愿意接受和喜欢电子书？编者和出版社在充分调研的基础上，大胆尝试该教程采用以电子书为核心的形式出版发行，并配套相应的课程教学平台。随着个人电脑的普及，特别是近年来平板电脑价格大幅下降以及电池续航能力的提高，电子书被赋予了完全新的概念——基于互联网的、交互式的和多媒体的电子书将成为未来教科书的趋势，而信息技术类的学生完全有条件有能力尝试到崭新电子书的功能和便利。

最后，课堂教学是否需要实现以教师为中心向以学生为中心的转变？这个问题教育工作者已经探讨多年，答案显然是肯定的，但是在实际教学过程中，中国的师生如何转变确实是一个挑战。编者在课程改革和教材编写中，将重点放在教学方法和教学策略的设计上，教程的每个单元都提供了课堂讨论和活动的主题，要求学生以单元主题为中心，在电子书中自主学习单元内容，而课堂教学重点是围绕单元主题进行讨论和活动，教师在课堂教学中起到组织者、引导者和指导者的作用。

总之，编者的目的不是重点教会学生们理解复杂的语法结构和鉴赏经典的文学文艺作品，而是让学生了解实际中如何应用语言进行表达，能够在实际英语会话中理解对方的真实意图，清楚地表达自己的想法和观点，并学会如何在交流和应用中不断学习和使用英语。

可以说编者在这套教程内容的选编、交互与呈现形式和教学方法设计上都是在做一项“冒险”的工作。编者敢于转变传统的教学观点，在编写教程前期对用人单位和学生做了大量的实际调研工作，也进行了很好的教学设计，并有五年的选修课实践基础。然而，系统全面地改革这门课程和编写这套教程都是第一次，肯定会有一些不妥之处，甚至存在一些有争议的问题，作为一种尝试和一项课程改革，成功与否有待于教学的长期实践。

陈国良 院士

中国科学技术大学软件学院院长

二〇一二年五月二十八日于合肥

前言

《信息技术高级英语教程》是教育部工程科技人才培养专项——“以专业性和情景化为导向的工程硕士英语课程改革”课题项目的成果之一。该教程由《信息技术高级英语教程(电子书)》、《信息技术高级英语教程(学生手册)》、《信息技术高级英语教程(教师手册)》及其课程配套网络教学平台组成。“电子书”是学习者课前和课后学习的主要学习材料；“学生手册”主要用于课堂教学，提供课堂讨论和活动等教学任务所需的相关教学内容；“教师手册”是教师组织教学的参考用书，提供教学目标、教学建议、练习答案、音视频脚本和补充阅读等；“配套网络教学平台”主要包括两大功能，一是为学习者在使用电子书时所做的标记、笔记、备注和练习等进行网络存储和同步，二是以课程教学班为单位，建立师生交互的平台。

《信息技术高级英语教程》旨在培养和训练学习者掌握信息技术行业人员交流和合作开发的工作语言，突出口语交流能力和商务、技术文档的读写，而不是传统的词汇、语法与用法的讲解和经典文章与文学的鉴赏。为此，编者对一些外向型信息技术企业和在学硕士生进行了大量的访谈和调查，充分调研了我国同类硕士英语教学和外向型企业岗前英语培训教学的现状，在此基础上探索硕士英语教学目标新的发展趋势。本教程是编者结合信息技术类工程硕士英语课程教学特点进行教学设计和编写的全新教程。

其次，教程以专业性和情景化为导向，以新型电子书及其课程配套网络教学平台为学习者自主学习媒介，旨在培养信息技术类硕士研究生和相关企业从业人员良好的英语应用和交流能力。教程的内容选编和组织以信息技术相关产品开发中各主要环节文档读写、团队和用户交流为主要学习内容和任务，以学习者课前围绕各单元主题自主学习、教师课堂引导和组织进行相关主题讨论和教学活动、学习者课后巩固与拓展为教学模式，训练和培养学习者在相应的工作情境下实际应用英语进行交流与合作工作的能力。

最后，在教学模式和方法上，教程突出以传统教师为中心向学习者为中心转变，强调以电子书为核心，以课前自主学习教程内容，围绕各单元主题准备课堂发言、讨论和活动为主。学习者面临的挑战将是课前自主学习、提出和归纳问题，课堂积极发言和参与讨论，课后练习巩固与扩展阅读。

《信息技术高级英语教程》主要作为信息技术类硕士研究生基础英语课程教材，建议按80课时安排和组织教学，建议学习者至少按2:1安排自主学习时间和课堂学时；同时，也可作为信息技术类高年级本科专业英语选修课程教材和外向型信息技术

类企业的新员工英语培训教材,可根据专业特点和课时数选择部分单元组织教学。

教程的编写以强调专业性、实用性和情景化为原则。各单元主题的确以信息技术类产品开发的主要业务和流程为主线展开,以期学习者能了解企业英语语言应用环境、工作交流情景和各类工作文档撰写格式与规范等,从而更快地适应企业的工作环境。10个单元的主题与内容和教学目标如下:

Unit 1 Job Hunting 围绕求职过程中的语言和文化应用。包括撰写求职信和简历的规范和技巧、简历中的行为动词、面试交流的情景与方式,以及英美礼仪与文化。该单元除了可以帮助学习者提高简历、求职信的写作技巧和回答面试问题的口语技巧,还可以让学习者了解在求职应聘过程中应该注意的礼仪、肢体语言等。

Unit 2 Success on the Job 涉及新员工入职后适应工作环境的语言和文化应用。包括建议、提醒的表达法、如何写接受职位的邮件以及办公室礼仪。该单元帮助学习者掌握初入企业所需的沟通技能,并了解办公室礼仪以及团队合作的重要性。

Unit 3 Requirements Analysis 注重在需求分析阶段所需的语言沟通和文化应用。包括如何在需求分析会谈中使用澄清语、插入语,如何表达同意、部分同意、不同意,了解商务会谈礼仪。该单元除了可以帮助学习者掌握需求分析时所需要的会谈语言技巧,还可以让学习者了解需求分析的重要性、需求分析的常用方法、需求分析沟通中的常见问题以及商务会谈的礼仪。

Unit 4 Project Management 侧重项目管理过程所涉及的语言应用和文化应用。包括组织会议的语言技巧、图表描述、项目进度表达以及文档写作技巧,了解项目管理过程中的一些交流问题。该单元不仅帮助学习者掌握项目管理过程中所需的沟通技巧,还有助于他们了解项目管理过程中可能遇到的相关问题。

Unit 5 Presentation 侧重项目开发和产品营销时所需的演讲技能及文化应用。包括准备演示文稿的技巧、演讲准备、演讲技巧,以及演讲用语。该单元帮助学习者了解听众心理,掌握演讲的基本技能。

Unit 6 Negotiation 涵盖谈判技巧及商务谈判过程中的语言和文化应用。包括开放式和封闭式问题的运用、应答的策略以及谈判中肢体语言的应用。该单元不仅帮助学习者掌握谈判的语言沟通技巧,还有助于学习者了解谈判策略和最优的双赢模式。

Unit 7 Assertive Communication 强调自主式沟通风格的语言及文化应用。包括自主式沟通的优势及表达技巧。该单元帮助学习者掌握自主式沟通的语言技能,同时了解被动式、挑衅式沟通的不良后果。

Unit 8 Customer Service 围绕客户服务阶段的语言和文化应用。包括提出要求和表示拒绝的婉转表达、对不满意的客户倾听并表示理解等。该单元帮助学习者掌握与客户沟通的技巧,了解如何处理客户的不满。

Unit 9 Time Management 涵盖时间管理的技巧。包括撰写时间日志、设定事件的轻重缓急、避免办事拖拉的技巧等,还涉及如何表达必须、需要做的事情。该单元帮助学习者了解时间管理的重要性,并掌握在工作中的时间管理技巧。

Unit 10 Stress Management 涵盖压力管理技巧。包括担忧和压力的语言表达、减轻压力的方法以及提高抗压能力的建议。该单元帮助学习者掌握如何表达自己的压力感,学习为自己和别人减缓压力。

本书是《信息技术高级英语教程》的教师手册，除了覆盖学生手册的全部内容，还提供选文大意、音视频脚本、电子书练习答案等内容，同时为教师组织课程讨论和活动提出教学方法和教学策略建议，包括指导学生开展口语活动时的文字提示材料和组织写作教学的步骤等。

本教程由中国科学技术大学软件学院英语课程改革项目组教师编写，他们中既有经验丰富的硕士英语课程教师，也有在国外信息技术企业工作多年的外籍专业课教师，还有英语语言和计算机兼修的专业课教师。我院海外教师梁戎刚(Roger LIANG)博士为本教程的编写提供了许多国外信息技术企业一手的工作文档和相关语言素材，并对部分单元内容进行了审阅。

在本教程调研、设计、开发和编写过程中，AMD(苏州)有限公司、赛易美苏州软件公司、益进信息苏州有限公司等外资和合资企业，以及我院海外兼职教师龚振和、凌棕、纪轩等都为我们提出了许多很好的建议；我校外语系方宜庆教授参与了项目的前期工作；我院2010级部分同学认真参与了课程教学实验和相关问卷调查。

中国科学技术大学教育技术实验室全程参与了本教程的教学设计，尤其是在电子书作为一种新型的学习型电子教材的教学设计、软件和课程教学配套网络平台的用户需求与分析、设计与开发方面，做了大量的探索和研究工作，实现了良好的交互性和用户体验。

上海外语教育出版社的策划和编辑们在本教程的教学设计、内容选编、组织结构和文字加工等方面做了大量的工作，并全程参与了电子书和课程配套网络平台的用户需求与设计。除教育部项目课题经费外，中国科学技术大学软件学院和上海外语教育出版社为本教程的设计和开发提供了较大力度的人力、物力和财力支持。在此谨向上述所有参与和支持本教程设计和开发的同仁表示衷心的感谢。

编 者

2012年4月



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Unit 1

Job Hunting

Unit Focus:

1. Learn how to use action verbs in résumé writing
2. Learn how to answer interview questions
3. Develop interview skills and résumé writing skills

Part I Pre-class Reading, Listening and Research

Reading

TASK 1

本部分作为课前预习的内容。第一篇文章介绍如何写好个人简历，写简历有哪些注意事项。第二篇文章介绍如何在面试中获取成功。

● Read the following article and understand what a résumé is.

Depending on whom you ask, a résumé may be viewed as the single most important vehicle to secure your next job. A résumé is a professional introduction meant to encourage a one-on-one interview which can lead to a job offer. It establishes a first impression of the skills, background and value of a potential job candidate. If it is written well, the impression generated can be a positive one. It also offers the reader a sense of the candidate's "fit" for the position and the company being targeted.

A great résumé does what all good marketing pieces do: It sells the "product" (you) to the "customer" (the potential employer or hiring manager). The "customer" won't buy the product unless he or she is convinced that you will meet or exceed the needs and expectations of the position.

The reader of your résumé always wants to know how you are going to solve his or her problems. Most probably, he or she will only give your résumé a whopping 15 seconds, or less. 15 seconds is the average time a hiring manager will spend reading a new résumé — before giving it a potential “yes” or “no” response.

Will your current résumé succeed under these conditions?

Preparation Is Key

In preparing your résumé, the more you know about the position you are applying, the better. If you know the company’s missions and goals, understand the needs and expectations of the position (AND your unique skills and experience can meet these needs and expectations), you will have the material necessary to create an effective marketing piece.

As in any type of marketing collateral (市场营销资料), it is important to present the information so that it **captures** your reader’s interest quickly. Your goal is to encourage the reader to stay with your document as long as possible. Your chance for a more detailed reading increases when you give the reader the information that he or she most wants to secure, early in the document. One of the best ways to accomplish this is to create a Summary Section at the beginning of your résumé. A Summary Section highlights for your reader those personal and professional skills you possess that are most relevant and valuable to the position you are targeting.

Items and skills of greatest importance (from your reader’s viewpoint) should be listed in priority. You are, in effect, showing your reader how you will solve their problems — better than other competitors — and why interviewing you will be worthwhile.

For Whom Are You Writing?

First, let us be very clear about one important fact: You are not writing a career autobiography (自传). This is not about you. It is about how you can meet the needs, interests and expectations of your reader and this particular position. It is all about them: about what they need, what their hopes and expectations are, and how what you bring to the table will meet these expectations. It is all about how you will benefit them.

When writing your résumé, please keep in mind what your reader needs to know. It is just a waste of time to list information that will be of no value or benefit to the position you are targeting. Check for **redundancy** in your statements. If the positions you have held are similar, it does not make sense to repeat the same functions, over and over, in ad nauseam (讨厌的) details. This will lose your reader’s interest.

Your potential employer is most interested in seeing how hiring you will benefit the company. The most effective way to achieve this is by identifying how your efforts and contributions have benefited employers in the past. Take credit for your participation and accomplishments. Know the quantitative results of your efforts (numbers, figures, dollar amounts, and percentages) wherever possible.

How to Present Your Résumé?

The layout of your résumé is extremely important. Your résumé needs to maintain a clean and professional appearance. It should allow the reader to access the information quickly, even at a glance.

Neat margins, adequate “white space” between groupings, and indenting to highlight text, all aid the ease of reference and retention of the material. Bolding (黑体) and italics (斜体) should be used only where necessary. Overuse of these features can actually **diminish** their effectiveness of promoting the material they are intended, and can also reduce overall readability.

Your contact information (how the reader can reach you) is essentially the most important information in the entire document. Make certain your name, address, phone number, and e-mail address are clearly visible and at the top of your document.

If your résumé is more than one page in length, be certain that your name is on these secondary pages, in case the sheets become separated. The standards for résumé length have changed. It used to be typical for résumés to be no more than one page in length. For candidates with years of experience, having held multiple positions, or having worked with multiple companies, or who have outstanding achievements to present, this one-page restriction can result in a document that is unreadable, looks squashed (拥挤的), or utilizes a font size so small that the reader is forced to squint (no, they won't bother). The one-page standard no longer holds true.

Use as much space as you need to concisely, accurately, and effectively communicate your skills, history, achievements, and accomplishments — as these relate to the position and company being targeted. A two-page document, if presented well, will not diminish the effectiveness of your marketing strategy, as long as the information you provide is relevant and valuable to your reader's needs, goals and interests.

Document, in detail, the most recent 10 to 15 years of your employment and/or experience. Be certain to highlight growth and advancement in any company where multiple positions were held, including identification of promotions and increases in responsibility.

List prior positions in decreasing detail, unless a previous position more effectively represents your skills and experience relevant to the position and company you are currently targeting.

You want to **entice** your reader into wanting to meet you to learn more. Current history and recently utilized skills will hold the most value.

Remember, you will have an opportunity to expand on the information provided in your résumé during the interview. So, in your résumé establish your qualifications, indicate the benefits of hiring you, and entice your reader to want to learn more, through a one-on-one interview.

WORDS TO KNOW

capture v. gain 获得, 抓住

redundancy n. the inclusion of more information than is necessary for communication
冗余

diminish v. make or cause to seem smaller, less important, etc.; lessen; reduce 减少

entice v. lead on by exciting hope or desire 吸引

QUESTIONS

1. According to the author, what is the way to create a résumé that can capture the hiring manager's interest?

One of the best ways to accomplish this is to create a Summary Section at the beginning of your résumé. A Summary Section highlights for your reader those personal and professional skills you possess that are relevant and valuable to the position you are targeting.

2. Where should you put your contact information in your résumé?

Contact information should be clearly visible and at the top of your document.

3. How should you list your prior positions in your résumé?

List prior positions in decreasing detail, unless a previous position more effectively represents your skills and experience relevant to the position and company you are currently targeting.

4. What is the purpose of writing a résumé?

To establish your qualifications, indicate the benefits of hiring you, and entice the hiring manager to learn you more through a one-on-one interview that can lead to a job offer.

● Read and understand how to succeed in an interview.

A few years ago, I learned the hard way how important the basic rules of job interviewing are. I had been invited to a multibillion-dollar chemical company to sell my recruiting services to a panel of bigwigs (大人物) and human resources staff. They all sat across from me at a conference table — except for one woman, who sat off to my left.

After what I thought was a great interview, the call came telling me the company wasn't going to use my services. It turns out that the decision-maker was the woman next to me — whom I rarely turned to during my pitch (推销). I had blown it (把事情弄糟了) — especially embarrassing for a person who has written about the importance of eye contact in job interviews! Why didn't I remember to turn and “visit” her during my presentation? Most likely, it was because I didn't stop to review all the basics before I went into the meeting.

Before the Interview

1) Get an interview agenda ahead of time that shows the names and titles of people you will meet with during the day. This will usually come from the HR department.

2) Read as much as you can about the company, including the work of people whose names show up on the interview agenda. At a minimum, study the company's Web site and look for additional articles and information on sites such as Yahoo Finance.

3) Prepare several copies of your **curriculum vitae** to take with you in case the HR department has not provided them to your interviewers.

4) Make sure you know exactly where the company is located. If it's local or you're in town with a rental car, do a drive-by so you'll know the specifics about the drive time and parking.

5) Come up with a list of questions that you'd like to ask about the company and the job. Bring a notebook with you for the occasional note-taking and write your list of questions on the first page.

6) Know those common interview questions that you should consider preparing for in advance.

During the Interview

1) Walk into the interview with a confident, upright posture. Shake hands firmly, giving your name first. Make sure you take your hand out of your pocket well before you'll have to use it; a sweaty hand makes a poor first impression.

2) Be alert but comfortable. Use your hands, eyes, and head to emphasize what you say. Lean forward slightly in your chair while listening; your body language should indicate a general attitude of "attentive interest".

3) Smile and laugh when appropriate. People who smile are seen as likely to be fun to work with and are assumed to have confidence in themselves.

4) At the same time, don't be a joker. That rarely works in your favor. One candidate reported to us that his favorite joke was so well received that the marketing vice president had him repeat it three times to others. He didn't get the offer — they all thought he was a fun guy but not serious enough about his work.

5) Don't make extensive notes during an interview unless the interviewer suggests you write something down. Constant note-taking can make you appear disengaged.

6) It is important for everyone you talked to during the interview to feel that you were listening well. Although people have different ways of listening and concentrating, good eye contact with everyone in the room will send the right signal.

7) Treat everyone in the company with the same high level of courtesy.

8) Find out early what the interviewers are interested in and then talk about it.

9) Although you may want to use some responses you've practiced in advance, don't forget to vary the tone of your voice and avoid speaking in monotone when you are rattling off (一口气说) an answer you've thought a lot about.

10) Remember that the interviewer may be just as uncomfortable as you are. Rather than concentrating on your own insecurities, try concentrating on the person in front of you. Make the interview go smoothly for her and you will find that you've conducted a great interview. Honest smiles and a friendly approach can make a great deal of difference.

11) Get the names, with proper spelling, of all the people you interview with over the course of the day. Better yet, get their business cards.

12) Although you always want to focus on your strengths, never inflate an area of

weakness. You may be inclined to go on about a particular subject you don't know all that well, but if you get caught, it's a deal-breaker.

13) Avoid radiating a "What can you do for me?" attitude.

14) Avoid politics, religion, and controversy of any kind. If a hiring manager asks you about the new president, respond with a generally positive comment as opposed to telling her that you were the head of the political action committee for Obama on campus.

15) Remember that a well-placed pause after an important question is worth its weight. This "thinking pause" doubles the value of whatever your answer might be. Even though you may have the answer right on the tip of your tongue, it is better to pause and reflect briefly before responding.

16) Never say anything negative about a previous employer or a former colleague. Everyone knows this, and yet it's all too easy to fall back on negative comments when asked why you left a lab or an earlier job.

17) Assume that everyone you talk to on interview day will be involved in the decision to hire, no matter how they are introduced. Answers to the "**candid**" questions you're asked by **prospective** peers often make it back to the hiring manager. You are interviewing no matter where these conversations take place — in the hallway, the lunchroom, or while walking through the plant.

18) Don't be overly concerned with details when the HR department starts to rattle off company benefits. You can find out how many weeks of vacation you'll get when an offer is made. Benefits are not the focus of your day.

19) Raising salary questions in an interview will send the wrong signals. Let them bring up this subject first, which would generally come as they are considering you for an offer.

20) Lastly, don't leave the interview without asking specifically where the process stands. Know the timetable on which they are working and when you will hear their decision. Express your eager interest one last time!

After the Interview

1) E-mail a thank-you note to each of the people you interviewed with that day. Make it brief, expressing your desire to work with them and answering any questions that they might have had during your interview that you didn't answer or that you agreed to answer more fully later. Consider an actual letter in the mail to the person who was your champion for the day.