

# 职场沟通英语

— 东方剑桥应用英语系列 —

主 编 方国爱 徐 芬

副主编 李鸣旦 马 建 郭李红 陆青亿



*English  
for Workplace Communication*



Oriental Cambridge Practical

ENGLISH



ZHEJIANG UNIVERSITY PRESS

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## 职场沟通英语

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## Self-introduction by Robert

Hi, I'm Robert, a graduate from a vocational college, working in a company with 200 members of staff for two years and living a happy life. But I didn't study English hard and didn't pay attention to train myself in communication either because I didn't think English and communication were important in my future work. Then working in a company, I encountered difficulties and missed good opportunities many times because of my low competency in English and communication. So I started to study English combining with communication skills very hard in my spare time and got a good result. Now situations are much better for me; I have already been abroad several times; my salary has been improved. What's more, I'm liked both by my colleagues and boss and I'm getting along well with my work.

I'm very glad to be here to tell you the following eight typical topics about my experiences in a workplace, which will benefit you, I hope.

## English for Workplace Communication

本教材摆脱了传统英语教材的编写模式，改变练习题死扣语法、词汇的现象，设计开放性问题 and 生动的活动，激发学生开口说英语。与一般英语教材零散的话题相比，该教材的话题突出系统化，用简易的英语完整地展示了典型职场沟通的基本常识、技能和策略。将英语语言学习和沟通技能融为一体，既培养学生英语综合应用能力，又培养学生职场沟通能力，使学生在现代职场中增强竞争力。

本教材共有8个大的模块：Communicating with Colleagues(沟通同事)、Expressing Your Opinions(发表意见)、Putting Forward Suggestions(提出建议)、Negotiation(商谈事务)、Communicating in a Meeting(沟通会务)、Work Reporting(汇报工作)、Dealing with Conflict(处理冲突)、Assigning Work(布置工作)。每个模块在开头就交代了Learning Outcomes(模块学习目标)、Key Sentence Patterns(与沟通技能相关的主要表达)、Robert's Introduction(罗伯特的开场白)，然后分6个部分内容进行教学。

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# P 前言

## REFACE

职业教育不断发展, 高职英语教学改革越来越深入, 从事高职英语教育的专家和教师们积极探索和研究高职英语创新教育, 以实现《高职高专教育英语课程教学基本要求》提出的目标。我们组织教学第一线骨干教师, 在浙江大学英语教学专家和多家公司管理成员, 以及来自澳大利亚专家的指导下, 对浙江省立项的《职场沟通英语》重点教材建设项目进行了认真研究、实验, 首本高职职场沟通方面的英语教材终于与大家见面了。本教材适用于高职非英语专业学生第二学期或第三学期使用, 或英语专业学生的第一学期使用, 也可供有志于提高英语和职场沟通能力的人士参考。

### 《职场沟通英语》四大创新特点

一是学长谈经验, 增强英语学习动力。本教材以一位高职毕业生 Robert(罗伯特)为主角, 他应学校的邀请对在校的学弟学妹们谈他在职场的情况, 书中 8 个模块内容是他在职场曾经历过的典型工作场景。通过诸如此类与沟通相关的工作后, 他在职场茁壮成长成为一名深受同事和上司喜欢的员工。所以, 学生们学习相关的内容时, 觉得 Robert 就是自己的榜样, 有较强的自我认同感, 从而更加明确学习目的, 提高学习效率。

二是以职场典型沟通为话题, 突显英语学习的实用性。教材中的 8 个模块话题是我们组织师生经过对 200 多家企业调研, 并与相关企业人员一起分析、研讨后精心选择的话题, 这些话题来自真实的职场, 学生学习后可以直接用于职场。

三是所涉及问题的开放性, 提高学习者的参与积极性。本教材摆脱了传统英语教材的编写体例, 改变练习题死抠语法、词汇的方式, 设计开放性问题 and 生动的活动, 激发学生开口说英语, 培养学生的批判性思维能力, 调动学生参与教学的积极性。

四是语言和职场沟通技能相结合, 主体内容系统化, 实现复合能力培养。与一般英语教材零散的话题相比, 该教材的话题突出系统化, 用简易的英语完整地展示了典型职场沟通的基本常识、技能和策略。将英语语言学习和沟通技能融为一体, 既培养学生的英语综合应用能力, 又培养学生的职场沟通技能, 使学生在现代职场中游刃有余。

### 《职场沟通英语》结构

共有 8 个模块: Communicating with Colleagues(沟通同事)、Expressing Your Opinions(发表意见)、Putting Forward Suggestions(提出谏言)、Negotiation(商谈事务)、Communicating in a Meeting(沟通会务)、Work Reporting(汇报工作)、Dealing

with Conflict(处理冲突)、Assigning Work(布置工作)，每个模块在开头就交代了 Learning Outcomes(模块学习目标)、Key Sentence Patterns(与沟通技能相关的主要表达)、Robert's Introduction(罗伯特的开场白)，然后分别是 6 个 Section，每个模块的 6 个 Section 具体内容为：

Section 1 Brainstorming: 该部分是模块的导入，学生针对该模块的话题，根据任务进行思考、回答问题、小组讨论、发表意见等头脑风暴活动，对进一步学习该模块做好铺垫。

Section 2 Situational Dialogues: 由 2 个与该模块话题相关的情景对话组成，对话中体现职场沟通的技巧。让学生从对话中学习职场沟通的技巧，并通过小组讨论、编对话、听、说、思等开放性的活动对该部分内容进行加强和巩固。

Section 3 Case Study: 该部分是案例学习，是职场沟通技巧在实际案例中的运用。让学生通过对案例的理解、分析后，模仿案例进行角色扮演等形式，学习英语、使用英语、表达英语，并达到正确掌握和用英语运用沟通技巧的目标。

Section 4 Communication Skill Guidelines: 该部分是 2 篇职场沟通指南的阅读，为整个模块的学习提供理论指导。

Section 5 Communication Story from a Workplace: 选自职场的沟通小故事，拓展学生的知识和视野。

Section 6 New Words and Expressions: 每个模块的生词表。

《职场沟通英语》由浙江机电职业技术学院方国爱、徐芳担任主编，李鸣旦、马建、郭李红、陆青亿担任副主编，参与编写者为：王铁铭、郭郑萍、郭玉红、冯倩、黄熠、何方、应亚弟、阮丹、洪娉婷、叶娇方、史开泉、文婧、冯寒蓉、李全福、柴小玲、茹盈盈、李楠、吴西、汤琳琼，由外籍专家 Damian Peter Dickson 担任语言顾问。

在编写过程中汲取了许多书籍、文章和网络资源精华，得到了部门、学校和企业领导、专家和教师的大力支持，在此一并致谢。

《职场沟通英语》教材在编撰方法和内容选择上均有较多的新尝试，难免存在不足之处，敬请广大读者批评指正。

编者

2012 年 5 月



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# Module One

## Communicating with Colleagues



## Learning Outcomes

After completing this unit, you will be able to:

1. introduce yourself briefly in English in different situations;
2. master some important language patterns used in workplace communication;
3. improve your listening and speaking ability in workplace communication;
4. learn some basic skills in communication.

## Key Sentence Patterns

1. I am happy to introduce myself...
2. I would like to introduce you to...
3. It is a great honor/pleasure to meet you here...
4. I've been wanting to meet you for some time.
5. I major in.../My major is.../My specialty is...
6. Allow me to introduce.../Let me introduce...
7. Welcome aboard.
8. It's a privilege to know you.



**Robert**

When I started working in a company at very beginning, I experienced communicating with new colleagues and a case of failed communication. I realized how important it is to improve communication skills in a workplace.

## Section 1 Brainstorming



Work in pairs and try to introduce yourself in different occasions.

Introduce yourself for the first time in class	Introduce yourself if you wanted to run for the president of Students' Union	Introduce yourself if you were in a sales job interview



## Section 2 Situational Dialogues



### Dialogue 1 *The First Day at Work*

- Robert: Good morning, Mrs. Woods. I'm the new Sales Assistant.
- Mrs. Woods: Morning, Robert. You're 30 minutes early.
- Robert: I don't want to make a bad impression.
- Mrs. Woods: Come on over. This is your desk, and this is your time card. Remember to clock in and out before and after you work.
- Robert: I will.
- Mrs. Woods: One important point, try to keep your desk clean and neat. It's the rule. There's no exception, even the art designers have to do this.
- Robert: OK, I'll keep that in mind... Does everything on this desk belong to me?
- Mrs. Woods: Not belong. You can use them as long as you work here. If you leave, you need to return them to the company.
- Robert: Can I make personal phone calls during office hours?
- Mrs Woods: Of course you can. Everyone has his personal matters to deal with more or less, but don't chat over the phone. What's more, don't let it hinder your work and the company's business.
- Robert: I understand.
- Mrs Woods: When you settle in, I'll show you around and introduce you to some of the new colleagues. By the way, you may call me Julia.



### Activity 1 Talk Aloud

Work in groups and fill in the blanks with your group discussion.

What does Robert know about the new job in the dialogue?	What else do you think he needs to know on the first day?

### Activity 2 Listen Attentively

Listen to the dialogue and fill in the blanks with the words you hear.

1. I don't want to \_\_\_\_\_.
2. Remember to \_\_\_\_\_ before and after you work.
3. Try to keep your desk \_\_\_\_\_.
4. There's \_\_\_\_\_, even the art designers have to do this.
5. If you leave, you need to \_\_\_\_\_ to the company.
6. Every one has \_\_\_\_\_ to deal with more or less.
7. Don't let it \_\_\_\_\_ and the company's business.
8. When you settle in, I'll \_\_\_\_\_ and introduce you to some of the new colleagues.

### Activity 3 Act Out

Work in pairs and act out the dialogue. You may also make your own dialogue talking about the first day at work.

### Activity 4 Self-assessment

I have learned from this part:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Dialogue 2 Meet New Colleagues

Jack: Good morning, Jane. I'd like you to meet Robert. He's our new Sales Assistant.  
Robert, Jane is our Personnel Officer.

Jane: (*shaking hands with Robert*) Hello, it's a pleasure to meet you, Robert. Welcome aboard.

Robert: Thank you. I'm glad to meet you, too.

Jack: And this is Fanny. She is part of your team.

Robert: Hi, Fanny, I'm very happy to meet you.

Fanny: Hello, Robert, I'm glad to meet you.

Jack: (*smiling*) Only good things, Robert. Oh, and here comes Bruce Blakely, the Department Manager.

Bruce: Hello, you must be Robert. Pleased to meet you.

Robert: It's an honor to meet you, sir. I'm looking forward to working with you.

Bruce: From what I've heard, you're going to fit in just fine. I'll see you this afternoon to go over things.

Robert: Fine with me.

Jack: And this is Lois. She's also part of your team.

Lois: Hello, Robert. It's good to see you.

Robert: Hello, Lois. The pleasure's all mine.



### Activity 1 Think Aloud

1. What is Bruce's Job title?

---

2. How many members of Jack's team are mentioned in the dialogue? Who are they?

---

3. What could be the possible things do you think Bruce will talk with Jack this afternoon?

---



**Activity 2 Speak Aloud**

Sentence patterns	Practiced by you
1. I'm honored to...	1.
2. I am looking forward to...	2.
3. It is a great pleasure/honor to...	3.
4. I would like to introduce...	4.
5. Don't let...	5.

**Activity 3 Act Out**

Work in groups and act out the dialogue. You may also make your own dialogue talking about meeting new colleagues.

**Activity 4 Self-assessment**

I have learned from this part:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

