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- ✓ Over 30 topics to help you speak better English!
- ✓ Exercises to check your progress!
- ✓ Top tips to improve your communication skills!
- ✓ Videos and audio files to improve your listening skills!

This book for intermediate to advanced-level students will really improve your ability to socialise in English, help you get a better job and ensure you do business more effectively!

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BUSINESS SKILLS SOCIALISING IN ENGLISH

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BUSINESS SKILLS SOCIALISING IN ENGLISH

This book will help you learn the words and expressions you need to speak in social situations with business colleagues.

- Improve your listening and pronunciation skills!
- See how the language is used by native English speakers.
- Find out how to follow a conversation, engage in small talk and make a great first impression... among many, many other things.

There are five key features to this book



1

Key language

The language in these booklets has been carefully selected so you'll only learn the most important words and expressions.

2

Images

The photos and illustrations will help you understand the language by creating an association between the images and the language.

3

Useful advice

Our top tips will give you lots of ideas on how to really make an impression or succeed in the world of business.

4

Definitions

The English-language definitions of the key terms and expressions will help you to start thinking in English.

5

Exercises

The exercises will allow you to check your comprehension of the main topics, and test your understanding of any new language or vocabulary.

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Good luck!
And we hope you enjoy learning lots of English with this booklet.

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SOCIALISING IN ENGLISH

Answers on page 77

Objective To learn how to start a conversation in English

1 Speech bubbles

Complete the sentences (1 to 7) with the words from below.

from in card address join coming welcome

1. We're playing squash tonight. Do you fancy _____ along?



2. We're going for a drink after work. You're _____ to join us if you want.



3. What's your e-mail _____?



4. We're going to get something to eat. Do you want to _____ us?



5. Have you got a business _____?



6. So, what part of the world are you _____?



7. Is this your first time _____ Shanghai?



Think about it!

When was the last time you met someone new? Where were they from? What did you talk about? Do you ever socialise with your work colleagues or friends from college / university? What do you do? Do you go out with friends very often? Where do you go? What do you like to do when you meet up with members of your family?



Where to socialise!

What are some of the typical places where people socialise, chat or make small talk? Think of as many as you can. Then, compare your ideas with the ones below.

Places to socialise

in an airport waiting lounge, by the water cooler at the office, in a hotel reception, at a bus stop, in a museum, in a lift (elevator), in a hair salon, at a business lunch, waiting for a meeting, travelling in a taxi through a new city, at a party, in a football stadium, at the opening party for an art exhibition, at a pub, having a coffee in a bar. Other?

HOW TO INTRODUCE YOURSELF

Answers on page 77

Objective To learn how to introduce yourself in English

Think about it When was the last time you had to introduce yourself? Who were you talking to? What are some polite ways to introduce yourself to people in your language? What do you usually say to friends when you see them after a short period of time? How do you greet them? What about friends you haven't seen for a long time? What do you say or do?



1 Pre-listening

For each of the situations below, say how you'd greet the person and what you'd say to them in the first minute of conversation.

1. A good friend you've just met in the street.
2. Someone you've met for the first time in an internet café.
3. A friend you bump into on the train who you haven't seen for six years.
4. Someone who you've just been introduced to at a party.

2 Listening I

You're going to listen to four mini-conversations. Listen once to compare your ideas from the Pre-listening activity. Did they say any of the things you thought of?

3 Listening II

Listen again. Then, answer the questions.

Conversation I

1. What does Jack hope he's done?
2. What does Ben suggest doing?

Conversation II

3. How long has Jessica been there?
4. What did Alex do in the north?

Conversation III

5. How long is it since they last saw each other?
6. What has Sandra just done?

Conversation IV

7. When did John and Mark first meet?
8. How long did Jane work with John for in London?



When listening to a conversation you won't understand every word the people say. So, listen out for the key words – the most important words in the conversation: the nouns, verbs, adjectives, etc. Then, use your intuition to guess what people are saying.

4 Useful language

Complete the mini-dialogues with the correct words.

- A: How do you do? (1) _____ Brian Conrad.
 B: How do you do? Alexandra Scott. (2) _____ to meet you.
- A: Good morning, I'm Jack Smith from Numan PLC.
 B: How do you (3) _____? Pleased to meet you.
- A: How do you do? I'm Elliot Smith from GHT.
 B: Nice to (4) _____ you, Mr Smith.
- A: Hello, my (5) _____ is John.
 B: I'm Abbie Nichols. Pleased to meet you.
 A: Pleased to meet you
- A: So, have you been here (6) _____ long?
 B: About six months now.
- A: So, how long have you and Pete (7) _____ each other?
 B: For about three years.
- A: I haven't (8) _____ you for ages.
 B: Yeah, it's been a while.

SOCIALISING

Answers on page 77

Complete the sentences with the words you hear.



1 Have a chat

If you "have a chat" with someone, you talk to them in a friendly, informal way about things that aren't really important.

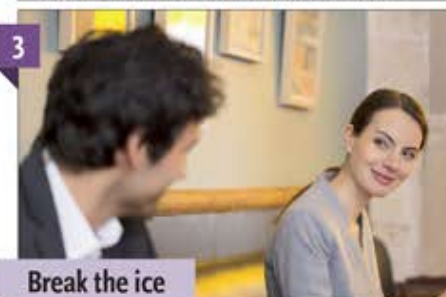
"We had a chat with Pete in that bar you _____."



2 Go out for a drink

If you "go out for a drink" with someone, you go to a bar, café, etc. and have a drink with them.

"We went out for a drink last night and didn't get home till about three in the _____."



3 Break the ice

If you "break the ice", you do or say something to make a situation less tense and more relaxed.

"I thought a funny joke might break the ice, but it only made things _____."



4 Look familiar (a person)

If someone "looks familiar", you think you recognise them, but you aren't entirely sure.

"His face looks familiar, but I can't recall where we first _____."



5 Ring a bell (a name)

If someone's name "rings a bell", you think you recognise it, but you aren't sure.

"Her name rings a bell, but I can't _____ where we first met."



6 Have a lot in common

If you "have a lot in common" with someone, you've been to the same places, you like the same things, you know the same people, etc.

"After about half-an-hour of chatting to her, I soon realised that we had quite a lot in _____."



7 Mutual friend

If friends A and B have a "mutual friend" (C), A and B both know C, although A, B and C have never been together at the same time.

"I think we've got a mutual friend. You _____ Charles, don't you?"



8 Get to know someone

If you "get to know someone", you start learning things about them and discovering what they're like.

"After spending a week together at the _____, we got to know each other quite well."



9 Not have a clue who someone is

If you "haven't got a clue who someone is", you really can't remember who they are, and you aren't even sure if you've met before.

"I haven't got a clue who she is. In fact, I don't even think we've met _____."



10 Put your foot in it

If you "put your foot in it", you do or say something silly.

"I put my foot in it when I said I hated the restaurant – I never knew it was his mum's restaurant and his dad was the _____."

HOW TO SHAKE HANDS AND INTRODUCE YOURSELF!

Answers on page 77



1 Pre-viewing

When was the last time you introduced yourself to someone? Where were you? Who did you introduce yourself to? How did it go? How do friends introduce themselves in your country? What about in business situations? What are your top tips for introducing yourself in business situations? Make notes.

2 First viewing

Watch the video once. Were any of your ideas from the Pre-viewing task mentioned?

3 Second viewing

Watch the video again. Then, put the following statements in the order in which they appear in the video.

- Make eye contact as you're shaking the other person's hand. ☐
- You should be standing up when you shake hands. ☐
- Make sure your body language is good; stand up straight with your shoulders back. ☐
- Make sure you give a firm handshake, but not so hard that you injure the other person. ☐
- As you introduce yourself, give your first and last name. ☐
- Smile so you can give a really good first impression. ☐
- Shake the other person's hand for the entire time it takes you to introduce yourself. ☐
- As you shake hands, make sure you touch the web of the other person's hand. ☐



When watching a video in English, you probably won't understand every word the people say. But don't worry. Simply listen out for the key words – the most important words in the conversation: the nouns, verbs, adjectives, etc. Then, use your intuition to guess what the people are saying.

SHAKING HANDS WITH SOMEONE YOU'VE NEVER MET BEFORE

1. Step forward towards the other person.
2. Extend your right hand.
3. Take the other's person's right hand in your right hand.
3. Look the other person in the eyes and smile.
4. Shake the other person's hand, moving it up and down once or twice.
5. Take your hand back, and step back.

Remember, "How do you do?" isn't a question you have to answer – it's just a form of greeting. And you answer it with "How do you do?" For example:

A: How do you do?

B: How do you do?



The handshake

The handshake is an extremely important aspect of non-verbal communication. It can set the mood for the entire conversation. In western culture, a firm handshake will make you appear confident and trustworthy; while a limp handshake can make you appear weak. However, be careful as a very hard handshake could make you appear to be aggressive. Also, watch out for people who try to turn your hand so their hand is on top. This is a power play and an attempt to show that they're in charge and the dominant person. The same thing is true when people use their other hand to pat your other arm or shoulder.