

## Discuss and practise your priorities

### Needs analysis

Take turns asking each other questions to make notes about your partner below.

Name (of the person being interviewed):		
<b>English classes</b>		
Present	Past	Future
<b>Other English study (e.g. self study)</b>		
Present	Past	Future
<b>Using English at work</b>		
Present	Past	Future
<b>Using English outside work</b>		
Present	Past	Future
<b>English language exams</b>		
Past	Future	
<b>Problems communicating in English</b>		
Present	Past	Future
<b>Priorities in this class</b>		

Use the list below to continue talking about priorities.

- Apologising
- Being a guest/ Dealing with guests
- Casual/ friendly/ informal English
- Chit chat/ Small talk
- Clarifying
- Communicating with particular nationalities
- Complaining/ Dealing with complaints
- Conferences/ Trade fairs
- Contacting and meeting people again
- Contacting and meeting people for the first time
- Customer service
- Dealing with conflict
- Dealing with cultural differences
- Describing figures/ trends
- Enquiring/ Dealing with enquiries
- Face to face meetings, including being chair
- Formal/ polite English
- Giving feedback/ Receiving feedback
- Giving presentations/ Speaking at other people's presentations
- Giving tours
- Help desk enquiries, e.g. with IT support
- Insisting/ Demanding
- Introducing people
- Inviting/ Responding to invitations
- Job applications/ interviews
- Making arrangements
- Negotiations
- Ordering/ Responding to orders
- Persuading
- Progress reports
- Reading and writing, e.g. emailing, writing reports, online chat, memos, minutes, PR, online content, manuals, faxes, agendas, SMS, letters
- Requesting/ Dealing with requests
- Socialising/ Networking
- Speeches
- Talking about products/ services
- Talking about your company and job
- Telephoning/ Teleconferencing/ Video conferencing
- Thanking
- Training, e.g. an MBA or presentations course
- Working in the same office as someone

*Choose a top priority from above, explain why that it your top priority, then roleplay a related conversation, email exchange, etc with you as yourself and your partner as the people you will communicate with.*

*Brainstorm some typical email, telephone and face to face exchanges as a class.*