



Discuss and Practise Your Priorities

Needs analysis

Name:		
English classes		
Present	Past	Future
Other English study (e.g. self study)		
Present	Past	Future
Using English at work		
Present	Past	Future
Using English outside work		
Present	Past	Future
English language exams		
Past	Future	
Problems communicating in English		
Present	Past	Future
Priorities in this class		



Tell your partner where to add any of these which you forgot to mention.

- 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

Tell your partner your top three priorities, then explain a most typical face to face, email or telephone exchange to your partner and roleplay that communication, then give each other feedback.

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