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|  | **Business Listening and Speaking 5** |

Syllabus (Session X-20XX)

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| **Instructor:** | *[put your name here]* |
| **Office:** | *[put your office location here]* |
| **Email:** | *[put your email address here]* |
| **Phone:** | *[put your contact phone number here]* |
| **Office Hours:** | *[put your office hours here]* |

Materials

1. Market Leader (Intermediate, 3rd Edition) by Cotton, Falvey, and Kent. Pearson Longman.

         E-Book: MyEnglishLab - [Market Leader Level 3 Intermediate  (Links to an external site.)](http://buymylab.com/accesscode/?page_id=590)

         \*Please be sure to buy "3rd edition Intermediate"

2. Well Said (4th Edition) by Grant Linda. Cengage Learning.

Course Goals:

Business Listening/Speaking V is an advanced-level business English communication course. Students listen to a wide range of videos and recordings from authentic sources to build their listening comprehension and business vocabulary. This course helps students understand and use spoken English in global office and workplace environments.  Students learn common business concepts, participate in role-plays, engage in group discussions and negotiations, prepare and present individual and group presentations, and learn how to analyze  case studies. Students also develop their  non-verbal communication skills  and appropriate discussion strategies.

Learning Outcomes

By the end of this course, the successful student will be able to:

**Listening**

1. Demonstrate understanding of natural speech that includes native speakers’ reductions.
2. Demonstrate comprehension of major and minor details in short business news reports and identify speakers’ tone.
3. Note, retain, and record the main ideas from a business lecture with level-appropriate accuracy.
4. Identify business idioms and everyday vocabulary in natural speech and recorded business lectures.
5. Demonstrate understanding of a negotiation and presentations of current business topics

**Speaking**

1. Produce correct, level-appropriate spoken grammar, including major verb tenses with correct subject-verb agreement and modal verbs.
2. Initiate and participate in sustained conversations, dialogues, interviews, and role plays on both familiar and unfamiliar business topics.
3. Demonstrate conversation management skills including opening, closing, follow-up questions, clarification, and interrupting.
4. Summarize and paraphrase main ideas from a lecture, recorded segment, conversation, live event, or discussion.
5. Express and support opinions (agreement, disagreement, and personal perspectives with examples) on business topics including current business news reports/lectures.
6. Present information to the class through small groups, in pairs, or individually, with particular attention to effective presentation techniques.

**Pronunciation**

1. Produce the individual phonemes and consonant clusters of American English in planned and some unplanned speech.
2. Communicate effectively using proper intonation, stress, pitch and tone in planned and some unplanned speech.
3. Produce appropriate rhythm and intonation patterns as a result of proper syllable and word stress in thought groups.

Assessment

* Listening:
  + 40%: In-class listening assessments   (including tests, quizzes, daily activities
  + 10%: Final Listening Exam 10%
* Speaking:
  + 40%: In-class speaking assessments   (including tests, presentations, daily speaking activities - both individual and group work)
  + 10%: Final Speaking Exam

Final exams count for 20% of the grade in listening and speaking. The listening final counts for 10% of the total grade, and the speaking final counts for 10% of the total grade.

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  CLASS POLICIES

**Mask Policy**

**The Safety of Our Learning Environment**

We want to keep our classrooms safe for healthy learning.  We also want to follow guidelines of the U.S. Centers for Disease Control and Prevention (CDC). Therefore, the University of Delaware requires you to wear your face mask all the time indoors. UD also requires you to clean your seats and desks at the beginning of class.

**If your class meets in person, you:**

* **Must wear a mask that fits well and covers your nose and mouth**
* **Must not eat or drink in class**
* **Will clean your seat and desk area with a wipe when you enter the classroom**

 As necessary, the University may change these practices. In that event, these guidelines will be updated.

\* CDC = U.S. Centers for Disease Control and Prevention. Updated 8/31/21.

**Grading Policies**

At the end of the session, you will receive a letter grade for this class:

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|  | A (93%+) | A- (90-92%) | Exceeds the learning outcomes |
| B+ (88-89%) | B (83-87%) | C- (80-82%) | Meets and sometimes exceeds the learning outcomes |
| C+ (78-79%) | C (73-77%) | C- (70-72%) | Meets and sometimes falls short of the learning outcomes |
| D+ (68-69%) | D (63-67%) | D- (60-62%) / F  (below 60%) | Consistently does not meet the learning outcomes |

* A grade of C (73%) or higher is required to pass the course and receive a certificate.
* A grade of C-, D+, D, D- or F (72% or below) results in retention (that is, you must repeat this level in this skill).
* AT/Grad-CAP courses: Please refer to the Academic Transitions or CAP Handbook for specific requirements for  progression and matriculation.
* Your teacher may choose to give you a grade of I (Incomplete) if your final grade is below C. You can only receive  an I if you are not graduating, have no more than 4 absences, complete all the major assignments to the best of  your ability, and have an effort score of 1 or 2. If you receive an I, you have to repeat this level next session.

**Effort Score**

You will receive an effort score for this class which is separate from your grade. The ELI uses this scale for effort scores:

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| 1 = Exemplary | 2 = Satisfactory | 3 = Unsatisfactory |

Your effort score is based on your attendance, punctuality, completion of assignments, engagement, interaction, and behavior.

**Attendance and Absence Policies**

**In-Person**

The ELI uses the following rules for in-person classes, including hybrid classes when you attend in the classroom:

* You are marked absent if you do not come to class for any reason.
* The class starts on time. If you arrive after the class starts, you will be marked late. A late arrival counts as 1/3 of an absence. If you arrive more than 15 minutes late, you will be marked absent.
* To benefit fully from your learning experience, you are expected to remain in the room for the whole class period. If you have to leave the room, return to the class as quickly as possible. If you leave the class for an excessive period of time or for a non-essential purpose, you may be marked absent at the teacher’s discretion. If you have a special medical need that requires you to leave the class, you should give the ELI administration documentation which describes your medical condition.

**Synchronous Online**

Synchronous instruction refers to “live” Zoom classes that take place during regular class hours. The ELI uses the following rules for synchronous online classes, including hybrid classes when you attend online:

* You are absent if you do not attend the online class for any reason.
* The class starts on time. If you join the online class after it starts for any reason, your teacher will mark you late.  A late arrival counts as 1/3 of an absence.
* If you join the class more than 15 minutes late for any reason, your teacher will mark you absent.
* If you take a break, leave early, disconnect, or do not respond to the teacher for more than 15 minutes, you will  be marked absent.
* In online learning, you are present if you participate, speak, complete activities, or type in the chat. If you are  not present in these ways, your teacher will mark you absent at the end of the class.

**Asynchronous Online**

Asynchronous instruction may replace some Zoom classes or parts of Zoom classes. It may include videos, discussion boards, quizzes, group meetings, individual conferences, or other online activities outside regular class hours. The ELI uses the following rules for asynchronous learning:

* You “attend” asynchronous classes by completing all the tasks and participating in group and/or individual  meetings.
* If your class has one asynchronous day per week and you miss activity deadlines, your teacher will mark you  absent for one class.
* If your class has two asynchronous days per week and you miss activity deadlines, your teacher will mark you  absent for one or two classes.
* If you have synchronous and asynchronous parts to the same lesson, you will be marked present for the  synchronous (Zoom) part.

**Academic Honesty**

**Academic honesty is expected of all students and faculty at the University of Delaware.**

* Please consult the code of conduct in the ELI Student Handbook for a description of dishonest academic  behavior, which includes copying another person’s words or ideas, not submitting your own work, submitting the  same assignment to different classes, and cheating ([http://www.udel.edu/eli/student-handbook.pdf](https://www.google.com/url?q=http://www.udel.edu/eli/student-handbook.pdf&sa=D&source=editors&ust=1655680932847811&usg=AOvVaw0G6DFhfFFkOY4f7f4IDrvK)).
* Ask your instructor if you have any questions about academic honesty.

**Harassment and Discrimination Policies**

* Everyone is welcome at the University of Delaware. As a community, we do not discriminate against anyone  because of their race, color, national origin, sex, gender identity, sexual orientation, disability, religion, or age.
* You can read UD’s policies against discrimination, including harassment at [http://www.udel.edu/oei](https://www.google.com/url?q=http://www.udel.edu/oei&sa=D&source=editors&ust=1655680932848274&usg=AOvVaw3dZaV6Yx1MKg3zxD2z5-x9).
* You can report any concerns to the University’s Office of Equity & Inclusion, at 305 Hullihen Hall, (302) 831-8063 or  you can report anonymously through UD Police (302) 831-2222 or at [http://www1.udel.edu/compliance](https://www.google.com/url?q=http://www1.udel.edu/compliance&sa=D&source=editors&ust=1655680932848510&usg=AOvVaw2TQepDmPB3qEkP7aNeobfB).
* You can also report any violation of UD policy on harassment, discrimination, or abuse at:  http://sites.udel.edu/sexualmisconduct/how-to-report/
* For more information on Sexual Misconduct policies, where to get help, and how to report information, please  go to www.udel.edu/sexualmisconduct. I must inform UD’s Title IX Coordinator if I become aware that a student  may have been the victim of sexual misconduct.
* UD provides 24-hour crisis assistance and victim advocacy and counseling. Contact 302-831-1001 at any time for help.

**Certificates and Dismissals**

*8-week sessions:*

* To receive a certificate when you graduate from the ELI, you cannot have more than a total of 12 absences from both your Listening/Speaking and Reading/Writing classes (85%). You must also have a C or better grade point average.
* To receive a certificate with ***honors***, you must attend at least 90% of classes (no more than 8 total absences)  and maintain an A- or better grade point average.
* If you have ***16 or more***total absences, you are breaking the rules of your visa and may be dismissed from the ELI.

*7-week sessions:*

* To receive a certificate when you graduate from the ELI, you cannot have more than a total of 10 absences from both your Listening/Speaking and Reading/Writing classes (85%). You must also have a C or better grade point average.
* To receive a certificate with ***honors***, you must attend at least 90% of classes (no more than 7 total absences)  and maintain an A- or better grade point average.
* If you have ***14 or more***total absences, you are breaking the rules of your visa and may be dismissed from the ELI.

Please see the ELI Student Handbook for full details:

[http://www.udel.edu/eli/student-handbook.pdf](https://www.google.com/url?q=http://www.udel.edu/eli/student-handbook.pdf&sa=D&source=editors&ust=1655680932849895&usg=AOvVaw3yLIcRZq_AY-yFoEzL7AmK)

**Multiple Repeater Policy**

You have two sessions to pass at any level. If you do not pass the same level after two sessions, you may be placed into a lower level (if you agree) or take the same level a third time. If you do not pass in your next (3rd) session, you may be dismissed from the ELI.

Academic Transitions and CAP students should refer to their handbooks and consult with their advisors about dismissal policies.