

BUSINESS ENGLISH

Turn feedback into better decisions

TWO PRACTICAL MODULES



Practical B1 English for the modern workplace

Learners build the English and workplace skills to:

1

Recover service problems

Respond with empathy, analyse feedback and agree solutions as a team.

2

Make the case for improvement

Explain trends, write a workplace report and pitch change with confidence.

LEARN BY DOING

Recovery plan • Change presentation and audience questions

What learners will be able to do

01 Collaborating to problem-solve

WORKSHOP

LEARNING OUTCOMES

- Describe positive and negative customer experiences using clear, relevant workplace vocabulary.
- Analyse comments, ratings and customer feedback to identify patterns, priorities and causes.
- Compare recovery options and choose solutions suited to the customer and the situation.
- Guide a team discussion by inviting ideas, taking turns, and agreeing or disagreeing professionally.
- Write a concise public response that acknowledges the problem, shows empathy and explains the action being taken.

PRACTICAL OUTPUT

Create a successful service-recovery plan as a team.

02 Making a compelling case for change

WORKSHOP

LEARNING OUTCOMES

- Make predictions about future workplace trends and justify opinions with clear reasons.
- Research social, technological, economic, environmental and political factors and organise them in a STEEP report.
- Interpret graphs and charts, describe significant trends and use the data to support a proposal.
- Build a coherent presentation with an engaging opening, logical structure and clear signposting.
- Respond to questions confidently by acknowledging the point, clarifying meaning and giving a convincing answer.

PRACTICAL OUTPUT

Present a case for change confidently and manage questions from the audience.

The workplace difference

More empathetic customer communication
Better-structured team discussions
Clearer reports and presentations
More confident proposals and responses

Language developed

Empathy and professional tone • agreeing and disagreeing • obligation and advice • future certainty • describing trends • presentation signposting • managing questions