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МЕТОДИЧНІ РЕКОМЕНДАЦІЇ
для самостійної роботи студентів
з навчальної дисципліни
«ІНОЗЕМНА МОВА (ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)»

для здобувачів вищої освіти освітнього ступеня «бакалавр»
спеціальностей 072 «Фінанси, банківська справа, страхування та фондовий ринок», 051 «Економіка», 073 «Менеджмент», 075 «Маркетинг», 076 «Підприємництво та торгівля»

факультет педагогічних технологій та освіти впродовж життя
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Розробники: старший викладач кафедри педагогічних технологій та мовної підготовки Олена СВИСЮК,
старший викладач кафедри педагогічних технологій та мовної підготовки Марина ДАВИДОВИЧ,
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Житомир
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ВСТУП

Курс «Іноземна мова (за професійним спрямуванням)» спрямований на комплексну підготовку фахівців всіх спеціальностей. Оволодіння на належному рівні навичками спілкування іноземною мовою – невід'ємний елемент підготовки висококваліфікованих спеціалістів. Під час радикальної перебудови економіки нашої країни виникла потреба в нових способах господарювання, управлінні та регулюванні бізнесом, контактах з іноземними партнерами, здатності самостійно читати і розуміти іноземну наукову, практичну літературу та періодику. В наш час володіння інформацією, яку надають дані джерела є необхідним для залучення іноземного досвіду, кращого розуміння практики бізнесу та розвитку наукових тенденцій за кордоном.

Вивчення даної дисципліни важливе з точки зору інтеграції економіки країни в економічно розвинуту спільноту країн світу та переходу до здійснення економічної діяльності згідно міжнародних стандартів. Все це зумовлює підвищені вимоги до рівня володіння іноземною мовою.

Курс «Іноземна мова (за професійним спрямуванням)» передбачає вивчення комплексу тем професійного спрямування, удосконалення навиків читання та сприйняття інформації на слух, удосконалення навиків спілкування шляхом проведення обговорень, дискусій, презентацій.

Мета навчальної дисципліни «Іноземна мова (за професійним спрямуванням)» полягає в тому, щоб забезпечити студентів знаннями, навичками та вміннями, необхідними для ефективного використання іноземної мови у їхній професійній діяльності. Це означає формування професійної мовної компетенції, яка дозволяє студентам спілкуватися іноземною мовою як в усній, так і в письмовій формах у межах своєї професійної сфери.

1. Підвищення рівня володіння іноземною мовою:

- Основна мета полягає в досягненні високого рівня володіння іноземною мовою, необхідного для виконання професійних завдань. Включає як загальні мовні навички, так і специфічні для професійної галузі студента.

- Поглиблення знань з граматики, лексики та стилістики іноземної мови, зокрема тих аспектів, які безпосередньо стосуються професійної комунікації.

2. Формування професійно орієнтованої мовної компетенції:

- Мета полягає у формуванні здатності використовувати іноземну мову для виконання професійних функцій. Це означає володіння спеціалізованою термінологією, знання мовних конструкцій, які використовуються у професійних діалогах, листуванні та документації.

- Уміння ефективно спілкуватися з іноземними колегами, партнерами або клієнтами в різних професійних контекстах, наприклад, при проведенні переговорів, презентацій або нарад.

3. Розвиток навичок роботи з професійною інформацією:

- Мета передбачає розвиток навичок читання та розуміння професійної літератури, технічної документації, наукових статей, інструкцій тощо.

- Студенти повинні навчитися аналізувати та використовувати професійні тексти для вирішення практичних завдань, пов'язаних з їхньою майбутньою діяльністю.

4. Підготовка до міжкультурної професійної комунікації:

- Ще однією важливою метою є підготовка студентів до міжкультурної комунікації, враховуючи особливості ведення справ у різних країнах. Це передбачає розуміння культурних відмінностей у професійних взаємодіях та вміння адаптувати свої комунікативні стратегії відповідно до цих відмінностей.

- Розвиток міжкультурної чутливості та толерантності, що є важливим для ефективної співпраці в міжнародних командах.

5. Підготовка до професійної діяльності в міжнародному середовищі:

- Мета дисципліни полягає також у підготовці студентів до успішної інтеграції в

міжнародне професійне середовище. Вона передбачає надання навичок, необхідних для участі в міжнародних проектах, співпраці з іноземними колегами, участі в конференціях, семінарах, стажуваннях.

- Студенти повинні бути готовими до використання іноземної мови в різних професійних ситуаціях, таких як підготовка документів, звітів, презентацій, участь у діловій переписці та переговорах.

6. Розвиток самостійності у навчанні та постійному професійному розвитку:

- Однією з цілей дисципліни є розвиток уміння самостійно працювати з іноземною мовою, вивчати нові терміни та інформацію у своїй галузі, а також використовувати іноземну мову як інструмент для постійного професійного зростання.

- Мета полягає в тому, щоб студенти могли самостійно вдосконалювати свої мовні навички упродовж професійної кар'єри та використовувати іноземні ресурси для розвитку у своїй спеціальності.

Предметом вивчення начальної дисципліни є вивчення лексико-граматичних конструкцій англійської мови.

Завдання вивчення дисципліни «Іноземна мова (за професійним спрямуванням)» полягають у формуванні професійної мовної компетентності студентів та розвитку навичок використання іноземної мови для виконання професійних завдань. Основні завдання дисципліни можна розділити на кілька ключових напрямів:

1. Розвиток мовних навичок (Reading, Writing, Speaking, Listening):

- Розширення словникового запасу, зокрема спеціальної термінології, що стосується професійної сфери студента.

- Розвиток навичок розуміння професійної літератури, технічних або наукових текстів, документів і статей.

- Уміння формулювати письмові тексти різних жанрів: службові записки, звіти, листи, реферати, наукові роботи тощо.

- Удосконалення усного мовлення: здатність до обговорення професійних тем, участі в дискусіях, презентації інформації, ведення переговорів.

- Тренування навичок аудіювання, особливо у професійних контекстах (розуміння інтерв'ю, лекцій, презентацій, інструкцій).

2. Орієнтація на професійну сферу:

- Вивчення специфічних мовних конструкцій і фраз, які використовуються в професійних діалогах і документах.

- Розуміння професійного етикету та культурних особливостей спілкування в різних країнах.

- Ознайомлення з професійними стандартами мовлення і письма в певній галузі.

3. Розвиток аналітичних навичок:

- Аналіз текстів та інформації, що стосується професійної сфери, з метою підвищення рівня критичного мислення.

- Робота з науковими статтями, технічними звітами, інструкціями та іншими матеріалами, щоб розвинути здатність виділяти основні ідеї та факти.

4. Міжкультурна комунікація:

- Формування вміння вести міжкультурний діалог, враховуючи національні особливості та відмінності у веденні справ.

- Вивчення культурних аспектів, пов'язаних з професійною діяльністю в міжнародному контексті.

5. Підготовка до практичного застосування мови:

- Виконання практичних завдань, орієнтованих на реальні ситуації у професійному житті (наприклад, підготовка до співбесід, конференцій, участі в міжнародних проектах).

- Моделювання професійних ситуацій, де використання іноземної мови є необхідним.

Таким чином, головне завдання дисципліни полягає в тому, щоб забезпечити студентів необхідними мовними інструментами для успішної професійної діяльності на міжнародному рівні, розвивати їхні комунікативні навички та сприяти інтеграції в глобальний професійний простір.

Отже, курс «Іноземна мова (за професійним спрямуванням)» є важливою складовою підготовки майбутніх фахівців, що сприяє розвитку ключових мовних компетенцій та навичок, необхідних для успішної професійної діяльності на міжнародному рівні. Завдяки інтеграції сучасних методик навчання, практичним завданням і увазі до міжкультурної комунікації, студенти отримують можливість не лише вдосконалити свої мовні знання, а й набути впевненості у спілкуванні з іноземними партнерами. Це дозволяє їм ефективно адаптуватися до вимог глобального ринку праці, брати участь у міжнародних проектах, вести переговори, готувати професійні документи і презентувати свої ідеї на високому рівні. Така підготовка відкриває нові горизонти для кар'єрного зростання, сприяє інтеграції у світову бізнес-спільноту та забезпечує конкурентні переваги в сучасному динамічному професійному середовищі.

Інформаційний обсяг навчальної дисципліни

МОДУЛЬ 1

Змістовий модуль 1. CAREER CHOICES

1.1. Transferable Skills.
  1. Vocabulary related to personal skills and qualities.
  2. Writing a job description.

1.2. Career Advice.
  1. Key vocabulary: Navigating Your Career Path. Tips for Success and Growth.
  2. Useful vocabulary for giving advice and making suggestions.
  3. Listening activities: Careers advice programme.
  4. Speaking activities focused on advising how to improve an online profile.

1.3. Communication skills: Building rapport.
  1. Functional language: Asking questions to build rapport.
  2. Building rapport during a short conversation.

1.4. Business skills: Networking.
  1. Functional language: Networking at a careers event.
  2. Useful expressions to start, close and show interest in simple, face -to-face conversations
  3. Listening activities: Advice on networking.

1.5. Emails – Introducing yourself.
  1. Functional language: Formal and informal language.
  2. Model text: Email introducing yourself.
  3. Grammar focus on using adverbs of degree.
  4. Write an introduction email.

Граматичний матеріал з модуля 1.
  1.1. The Present Simple Tense.
  1.2. The Past Simple Tense.
  1.3. The Future Simple Tense.
  1.4. Розділи для самостійного вивчення: Irregular verbs.
  1.5. Expressing Advice and Suggestions
  1.6. Adverbs of degree.

Змістовий модуль 2. BUSINESS SECTORS

2.1. Japan's economy.
  1. Focus on terms related to business sector. Vocabulary: different sectors and industries which drive economic activity.
  2. Project: Research sectors and industries.
  3. Listening activities: A) A podcast about business and the environment.
                                B) Wind farms.

2.2. The energy industry.
  1. Comprehension reading: Big oil: From black to green.
  2. Grammar focus on Past Simple and Past Continuous.
  3. Essay writing: a short story.

2.3. Communication skills: Dealing with interruptions
  1. Functional language: useful expressions to interrupt and manage interruptions in a meeting.
  2. Task: Discussion during a meeting.

2.4. Business skills: Voicemail messages.
1. Listening activities: Four voicemail messages.
2. Focus on the functional language: Leaving a voicemail message.
3. Task: Leave a voicemail message.

2.5. Writing: Emails – Action points.
1. Model text: Email with action points.
2. Focus on functional language: Action points.
3. Focus on grammar: will and going to.
4. Task: Email with action points.

Граматичний матеріал з модуля 2.
2.1. The Past Simple Tense.
2.2. The Past Continuous Tense.
2.3. Will and going to.
2.4. Розділи для самостійного вивчення: Numerals.
2.5. Розділи для самостійного вивчення: Adjectives, Adverbs and pronouns; Degrees of comparison.

Змістовий модуль 3. PROJECTS

3.1. Project management.
1. Focus on vocabulary related to project management.
2. Focus on grammar. Word building: verbs and nouns.
3. Project: A project debriefing and lessons learnt.

3.2. Large-scale projects
1. Listening activity: Three canals.
2. Focus on grammar. Comparatives and Superlatives. (Text "Three amazing Bridges. Three ambitious tourist attractions".
3. Speaking: Choosing the winning bid.

3.3. Communication skills: Giving instructions
1. Resolving a problem with a schedule change.
2. Functional language: Giving and responding to instructions, standing your ground.
3. Giving and responding to instructions.

3.4. Business skills: Meetings: Updates and action
1. Listening activities: A stand-up meeting.
2. Focus on functional language: Asking for and giving updates.
3. Task: An update meeting.

3.5. Writing: Email requesting an update.
1. Model text: Email requesting an update.
2. Focus on functional language: Asking for information.
3. Focus on grammar: (not) enough.
4. Email requesting an update.

Граматичний матеріал з модуля 3.
3.1. Word building: verbs and nouns.
3.2. Comparatives and Superlatives.
3.3. The Present Perfect Tense.
3.4. Розділи для самостійного вивчення: The Present Perfect Tense. The Past Perfect Tense. The Future Perfect Tense.

Змістовий модуль 4. GLOBAL MARKETS

4.1. One size fits all.
    1. A food company's strategy for growth.
    2. Vocabulary: Global markets: adjective and noun collocations; word building.
    3. Adapt a product to a new market.

4.2. Online markets.
    1. Reading: Who wants to be a sofapreneur?
    2. Grammar: Present Simple and Past Simple passive.
    3. Writing: A product description.

4.3. Communication skills: Managing conversations.
    1. Video: Managing conversations.
    2. Focus on functional language: Changing the subject and staying on track.
    3. Task: A conversation between a client and a supplier

4.4. Business skills: Building consensus.
    1. Listening activities: A meeting to build consensus.
    2. Focus on functional language: Reaching agreement.
    3. A discussion to reach agreement.

4.5.   Writing: Letter confirming an order.
    1. Model text: Letter confirming an order.
    2. Focus on functional language: Confirming order details
    3. Focus on grammar: Verbs + prepositions.
    4. Write an order confirmation letter.

Граматичний матеріал з модуля 4.
    4.1. Adjective and Noun collocations.
    4.2. Present Simple and Past Simple passive.
    4.3. Розділи для самостійного вивчення: Future Simple passive.
    4.4. Розділи для самостійного вивчення: Present Continuous passive, Past Continuous passive.
    4.5. Розділи для самостійного вивчення: Present Perfect passive, Past Perfect passive, Future Perfect passive.
    4.6. Verbs + prepositions.

МОДУЛЬ 2
Змістовий модуль 5. DESIGN AND INNOVATION

5.1. Innovative product design.
    1. Eatsa – a new restaurant in San Fransisco.
    2. Focuses on vocabulary related to innovative product design: technological innovation. Describing innovative products.
    3. Innovation in business.

5.2 Product testing.
    1. Reading Comprehension: Text "A dream job in product development".
    2. Focus on grammar: Present Perfect Simple with just, already and yet.
    3. Speaking: A typical day at work.

5.3 Communication skills: Managing information
    1. Managing information.
    2. Focus on functional language: Asking open and closed questions.
    3. Getting feedback on presentation skills

5.4 Business skills: Selling a product.

1. Listening activities: Two sales presentations.
2. Focus on functional language: Useful expressions to describe features and benefits of a product.
3. Present a product.

5.5 Writing: Product review.
1. Model text: Product review.
2. Focus on functional language: Language of reviews.
3. Grammar: Order of adjectives before nouns.
4. Write a review.

Граматичний матеріал з модуля 5.
5.1. Present Perfect Simple with just, already and yet.
5.2. Order of adjectives before nouns.
5.3. Розділи для самостійного вивчення: Future-in-the-Past.
5.4. Розділи для самостійного вивчення: To be going to.
5.5. Розділи для самостійного вивчення: Used to.

Змістовий модуль 6. SAFETY AND SECURITY

6.1. Safety at work
1. Health and safety at a company.
2. Focuses on words related to Health and safety.
3. Accident Questionnaire.

6.2. Being security-conscious.
1. Listening activities: Security measures in the workplace.
2. Focus on grammar: Modal verbs of prohibition, obligation and no obligation.
3. Writing: Email about new security measures.

6.3. Communication skills: Dealing with disagreement.
1. Dealing with disagreement.
2. Focus on functional language: Useful expressions to explain rules and requirements and explain their position.
3. Convincing someone of your arguments.

6.4. Business skills: Dealing with conflict.
1. Listening activities: Discussion about a problem at work.
2. Focus on functional language: a range of expressions used to resolve a conflict in a simple negotiation.
3. Resolving a conflict.

6.5. Writing: Instructions and warnings.
1. Model text: Instructions on using equipment.
2. Focus on functional language: Instructions and warnings.
3. Reading comprehension: Text "Looking for job in security? Get a job in security."
4. Writing simple guidelines about what to do in different situations.
5. Focus on grammar: Linking words for time.
6. Guidelines for company staff.

Граматичний матеріал з модуля 6.
6.1. Modal verbs of prohibition, obligation and no obligation.
6.2. Linking words for time.
6.3. Розділи для самостійного вивчення: Linking words: Sequence (beginning, going further, concluding).
6.4. Розділи для самостійного вивчення: Linking words: Addition.

6.5.   Розділи для самостійного вивчення: Past participle, Pronouns.

Змістовий модуль 7. CUSTOMER SERVICE

7.1. Airline customer service.
1. Customer service in the airline industry.
2. Focus on vocabulary related to customer service.
3. Design a premium service.

7.2. Hanging on the telephone.
1. Listening activities: Complaint about a service.
2. Focus on grammar: Verb + to-infinitive or -ing.
3. A complaint on a company forum.

7.3. Communication skills: Responding to customer concerns.
1. Solving customer problems.
2. Focus on functional language: Useful expressions to manage customer relationships and support a colleague. Responding to customer concerns.
3. Deal with customer complaints.

7.4. Business skills: Generating and presenting ideas.
1. Listening activities: Training day on customer service.
2. Focus on functional language: Useful expressions to generate, discuss and present ideas.
3. Generate and present ideas.

7.5 Writing: External 'thank you' email.
1. Model text: A 'thank you' email.
2. Functional language: Opening, giving details and closing a 'thank you' email.
3. Grammar: some (of), any, all (of), most (of), no, none (of).
4. A 'thank you' email.

Граматичний матеріал з модуля 7.
7.1. Verb + to-infinitive or -ing.
7.2. Some (of), any, all (of), most (of), no, none (of).
7.3. Розділи для самостійного вивчення: Some, any, no, every and their derivatives.
7.4. Розділи для самостійного вивчення: Indirect Speech.

Змістовий модуль 8. COMMUNICATION

8.1. Face to face?
1. Improving communication in the workplace.
2. Focus on vocabulary: Communication in the office. Digital communication.
3. Communication survey: methods of communication you use every day.

8.2. How to communicate.
1. Reading: Text "Three tips for effective workplace communication".
2. Focus on grammar: First and second conditional to talk about likely and unlikely situations.
3. Speaking: Solutions to communication problems.

8.3. Communication skills: Closing a deal.
1. Acquaintance with the ways to close a deal in simple negotiations.
2. Focus on functional language: Closing a deal.
3. Trying to close a deal.

8.4. Business skills: Talking about priorities.
1. Listening activities: Setting priorities.
2. Focus on functional language: a range of expressions to set and discuss priorities.

3. Prioritising.

8.5. Writing: Short report.
1. Model text: A short report.
2. Focus on functional language: Introduction, findings and recommendations.
3. Focus on grammar: Past Perfect Simple.
4. Write a short business report.

Граматичний матеріал з модуля 8.
8.1. First and second conditional.
8.2. Розділи для самостійного вивчення: Zero and third conditional.
8.3. Past Perfect Simple.
8.4. Розділи для самостійного вивчення: Past Perfect Continuous.
8.5. Розділи для самостійного вивчення: Indirect Speech.
8.6. Indirect Questions.
8.7. Sequence of Tenses.

Особливості самостійної роботи студентів

Самостійна робота студентів при вивченні дисципліни «Іноземна мова (за професійним спрямуванням)» відіграє надзвичайно важливу роль у процесі формування мовних компетенцій, необхідних для їхньої майбутньої професійної діяльності. Значення цієї роботи можна описати через такі ключові аспекти:

1. Поглиблення і закріплення знань

Самостійна робота дозволяє студентам самостійно досліджувати та аналізувати матеріал, який вони отримали під час практичних занять. Це сприяє:

- закріпленню вивченого матеріалу: під час самостійного опрацювання студенти краще засвоюють граматику, нові слова, спеціальну термінологію і фразеологічні звороти.

- розширенню знань: під час виконання самостійних завдань студенти поглиблюють свої знання, самостійно шукають додаткову інформацію з різних джерел (іноземні наукові статті, професійні публікації, відео).

- інтеграції знань у професійну діяльність: студенти вчаться застосовувати мову в контексті професійних ситуацій, що дозволяє їм розвивати специфічні навички для майбутньої кар'єри.

2. Розвиток навичок самостійного навчання

Самостійна робота сприяє формуванню навичок ефективної організації власного навчального процесу:

- студенти вчаться планувати свій час для виконання завдань, розробляти стратегії самонавчання, що дозволяє їм бути більш самостійними у своєму професійному розвитку.

- у процесі самостійної роботи студенти вчаться ставити конкретні навчальні цілі та досягати їх шляхом виконання різних завдань, таких як підготовка рефератів, переклади текстів, складання презентацій або участь у дискусіях.

3. Розвиток навичок критичного мислення та аналізу

Самостійна робота студентів передбачає не тільки механічне запам'ятовування інформації, а й:

- аналіз та інтерпретацію інформації: студенти вчаться аналізувати іноземні тексти, відокремлювати важливі факти від другорядних, робити висновки і критично оцінювати інформацію.

- оцінку професійних матеріалів: використання реальних професійних джерел (наукові статті, технічна документація, аналітичні звіти) стимулює студентів до глибшого розуміння та оцінки інформації, що є важливим для їхньої професійної діяльності.

4. Розвиток комунікативних навичок

Завдяки самостійній роботі студенти мають можливість більше практикуватися в застосуванні іноземної мови:

- написання есе, підготовка звітів, виконання перекладів і складання офіційних документів сприяє вдосконаленню навичок письма, які є важливими в професійному спілкуванні;

- практика усного мовлення: Підготовка до самостійних презентацій, виступів на семінарах або інших професійних заходах допомагає студентам розвивати навички усного мовлення і вільно висловлювати свої думки на професійну тему.

5. Забезпечення гнучкості навчального процесу

Самостійна робота дозволяє студентам:

- зосередитися на власних потребах та інтересах. Кожен студент може приділити більше уваги тим аспектам іноземної мови, які є найбільш релевантними для його професійної сфери, наприклад, певній термінології або специфічним видам документації;

- розвиватися у власному темпі. Студенти можуть працювати над певними завданнями у зручному для них темпі, повторюючи матеріал стільки разів, скільки потрібно

для його засвоєння.

6. Підготовка до реальних професійних ситуацій

Самостійна робота дозволяє студентам підготуватися до реальних ситуацій, з якими вони можуть зіткнутися в професійній діяльності:

- проведення переговорів, складання професійних листів або презентацій;

- у процесі самостійної роботи студенти можуть стикнутися з різними проблемами (наприклад, складна лексика, незрозумілі граматичні конструкції). В таких ситуаціях вони вчаться самостійно знаходити рішення, що готує їх до роботи у складних професійних умовах.

7. Розвиток навичок використання інформаційних технологій

Сучасні технології відіграють важливу роль у вивченні іноземних мов. Самостійна робота включає:

- використання онлайн-ресурсів. Студенти навчаються користуватися спеціалізованими платформами, словниками, базами даних, а також різними онлайн-курсами для вдосконалення своїх знань.

- застосування мультимедійних матеріалів. Самостійна робота може включати перегляд відео, прослуховування аудіоматеріалів, участь у вебінарах або онлайн-конференціях, що дає можливість вивчати іноземну мову в різних форматах.

Отже, самостійна робота студентів є невід'ємною частиною процесу вивчення іноземної мови (за професійним спрямуванням). Вона дозволяє глибше засвоювати матеріал, розвивати мовні навички, критичне мислення, здатність до самонавчання і підготовку до реальних професійних викликів. Завдяки самостійній роботі студенти стають більш незалежними у навчальному процесі та готовими до використання іноземної мови у своїй професійній діяльності.

Завдання для самостійної роботи

№	Завдання
	Модуль 1
	Змістовий модуль 1. Career choices
1.	**Transferable Skills**
	1. Write a 300-word reflective essay on a personal experience where you utilized transferable skills. Identify the specific skills you used (e.g., communication, problem-solving, teamwork) and explain how they helped you in the situation. Discuss how these skills can be applied in different contexts, such as in academic settings, workplace environments, or personal life. Include examples of how you plan to further develop these skills in the future.
	Guidelines:
	- Provide a clear introduction, body, and conclusion.
	- Use specific examples and experiences.
	- Include at least two references to scholarly articles or credible sources on transferable skills.
	2. Create a portfolio showcasing your transferable skills. Choose three transferable skills that are most relevant to your future career aspirations. For each skill, include the following sections:
	- Definition and Importance: Describe the skill and explain why it is important in your chosen field.
	- Personal Experience: Provide an example of when you have demonstrated this skill, either in school, work, or extracurricular activities.
	- Skill Development Plan: Outline a plan for how you will continue to develop this skill over the next year. Include specific activities, courses, or experiences you will pursue.
2.	**Career Advice.**
	1. Conduct an informational interview with a professional in your desired career field. Prepare a list of at least 10 questions to ask about their career path, daily responsibilities, required skills, and advice for entering the field. After the interview, write a 500-word report summarizing the insights you gained, focusing on the following aspects:
	- Career Path: Describe the interviewee's journey to their current position.
	- Skills and Qualifications: Identify key skills and qualifications that are important for success in this field.
	- Advice: Summarize the advice they provided for someone aspiring to enter the field.
	- Personal Reflection: Reflect on how this information influences your own career planning and what steps you will take based on this conversation.
	2: Choose a career that interests you and create a detailed pathway map outlining the steps required to enter and advance in that field. Your map should include the following sections:
	- Education and Training: Identify the necessary educational qualifications and any additional certifications or training.
	- Entry-Level Positions: List common entry-level roles, their requirements, and typical job responsibilities.
	- Career Progression: Outline potential career advancement opportunities, including mid-level and senior roles, along with required skills and experience.
	- Professional Organizations and Networking: Identify relevant professional organizations, conferences, and networking opportunities that can aid career growth.

3. **Building rapport.**

1. Choose a partner and conduct a role-playing exercise to practice building rapport in different scenarios. Select two of the following situations and perform a 5-minute role-play for each:

- Networking Event: You meet someone from your desired industry for the first time. Practice introducing yourself and finding common ground.

- Team Meeting: You are a new member of a project team. Practice building rapport with the team leader and your peers.

- Customer Interaction: You are a customer service representative helping a dissatisfied customer. Practice using empathy and active listening to build rapport.

After the role-playing exercise, write a 400-word reflection on the following:

- What were the challenges you faced in building rapport in each scenario?

- What specific techniques did you use to build rapport, such as active listening, mirroring, or asking open-ended questions?

- What did you learn about your own communication style, and how will you apply this knowledge in future interactions?

2. Read a case study about a successful leader or professional known for their ability to build strong relationships. Write a 600-word analysis addressing the following points:

- Overview of the Case Study: Summarize the individual's background and the context in which they demonstrated effective rapport-building skills.

- Rapport-Building Techniques: Identify and describe at least three specific techniques they used to build rapport with others, such as storytelling, finding common interests, or demonstrating empathy.

- Impact on Relationships and Success: Analyse how these rapport-building techniques contributed to their professional success and improved relationships with colleagues, clients, or other stakeholders.

- Application to Your Own Life: Reflect on how you can apply similar techniques in your own academic, personal, or professional interactions.

4. **Networking**

1. Develop a comprehensive networking strategy tailored to your career or academic goals. In a 500-word plan, include the following sections:

- Goals and Objectives: Define your short-term and long-term networking goals. For example, connecting with professionals in a specific industry, finding a mentor, or building a professional online presence.

- Target Network: Identify key individuals, organizations, and events that are relevant to your goals. This could include professionals in your desired field, alumni networks, or industry conferences.

- Networking Methods: Outline the specific strategies you will use to connect with your target network. Consider methods like attending industry events, joining professional associations, using social media platforms (e.g., LinkedIn), and engaging in online forums or discussion groups.

- Action Plan: Develop a step-by-step plan for the next three months. Specify concrete actions such as attending a certain number of events, reaching out to a set number of individuals, or contributing to relevant online communities.

- Follow-Up and Relationship Building: Describe how you will maintain and nurture your new connections, including follow-up strategies and regular communication.

2. Attend a virtual or in-person networking event related to your academic or professional interests. After the event, write a 600-word report covering the following

aspects:

- Event Overview: Provide a brief description of the event, including its purpose, the host organization, and the type of attendees present.

- Key Contacts Made: List at least three individuals you connected with. Include their names, positions, and the nature of your conversation. If privacy is a concern, use general descriptors (e.g., "a project manager in the IT sector").

- Conversation Highlights: Summarize the key topics discussed with each contact. Note any advice or insights they shared that you found particularly valuable.

- Follow-Up Plan: Describe your plan for following up with these contacts. Specify the method (e.g., email, LinkedIn message) and timeline for each follow-up.

- Personal Reflection: Reflect on your networking experience. What did you find challenging or rewarding? How did this experience impact your view of networking, and what will you do differently in future events?

5.	**Emails – Introducing yourself.**

1. Draft a professional introduction email to a person relevant to your academic or career interests. This could be a professor, potential employer, industry professional, or mentor. Your email should include the following elements:

- Subject Line: Create a concise and clear subject line that captures the purpose of your email.

- Greeting: Use an appropriate and respectful salutation.

- Introduction: Briefly introduce yourself, including your name, current role (e.g., student, job seeker), and how you found the recipient's contact information.

- Purpose of the Email: Clearly state the reason for reaching out, whether it's to seek advice, request an informational interview, or explore opportunities for collaboration.

- Value Proposition: Explain why you are interested in connecting with the recipient and how you believe the conversation could be mutually beneficial.

- Call to Action: Suggest a follow-up action, such as scheduling a call or meeting, and provide your availability.

- Closing and Signature: Use a polite closing statement and include your full name and contact information.

2. Exchange your professional introduction email draft with a peer for review. Use the following criteria to evaluate your peer's email and provide a 300-word feedback report:

- Is the purpose of the email clear? Does the email stay within the recommended word limit?

- Is the tone appropriate for a professional introduction? Are there any phrases that could be more formal or respectful?

- Is the email well-organized, with a logical flow from introduction to closing? Are the paragraphs well-structured and easy to read?

- Are there any grammatical errors, typos, or spelling mistakes?

- Provide constructive feedback on how the email could be improved, including specific suggestions for any weak areas.

	Змістовий модуль 2. Business sectors
6.	**Japan's economy.**

1. Choose a country and write a comprehensive report on its current economic situation. Your report should include the following sections:

- Introduction: Provide an overview of the country, including its geographic location, population, and brief historical background relevant to its economy.

- Key Economic Indicators: Analyse the country's main economic indicators, such as GDP, GDP growth rate, unemployment rate, inflation rate, and trade balance. Use recent

data (preferably from the last 2-3 years) and include visual representations like charts or graphs.

- Major Industries and Sectors: Identify the major industries that drive the country's economy. Describe their contributions to the GDP and employment.

- Economic Challenges: Discuss the primary economic challenges the country is currently facing, such as high inflation, unemployment, public debt, or trade deficits. Include any recent economic policies aimed at addressing these issues.

- Future Outlook: Provide an analysis of the country's economic prospects over the next 5 years. Consider factors like potential for growth, upcoming policy changes, or global economic trends that may impact the country.

2. Create a comparative analysis presentation on the economies of two countries. Choose countries with contrasting economic profiles (e.g., a developed country vs. a developing country) and cover the following points:

- Economic Overview: Provide a brief introduction to both countries, including their economic classification (e.g., high-income, middle-income, low-income) and current GDP rankings.

- Key Economic Indicators Comparison: Compare key economic indicators such as GDP per capita, unemployment rate, inflation rate, and Human Development Index (HDI). Use a table or graph to present this data side-by-side.

- Strengths and Weaknesses: Highlight the economic strengths and weaknesses of each country, focusing on factors like industrial capacity, resource availability, and economic policies.

- Impact of Global Events: Analyse how recent global events (e.g., COVID-19 pandemic, trade wars, climate change) have affected each country's economy differently.

- Policy Recommendations: Based on your analysis, suggest one or two economic policies that could help each country address its economic challenges.

7.	**The energy industry.**

1. Write an analytical report on the current state of Ukraine's energy industry.

- Describe the primary energy sources in Ukraine's energy mix, such as coal, natural gas, nuclear, renewables, and oil. Provide data on the percentage contribution of each source to the total energy consumption and production.

- Outline the major power plants, refineries, and energy infrastructure. Highlight significant projects, major gas pipelines, and renewable energy installations.

- Discuss the main challenges facing Ukraine's energy sector, such as dependency on energy imports, aging infrastructure, and geopolitical risks. Also, explore opportunities for growth, such as investments in renewable energy, energy efficiency, and partnerships with the EU.

- Summarize recent government policies and reforms aimed at improving energy security and sustainability. Include information on legislation related to energy independence, market liberalization, and renewable energy development.

- Provide an analysis of the future prospects of Ukraine's energy industry over the next decade, considering factors like geopolitical dynamics, EU integration, and potential for renewable energy expansion.

2. Write a research essay exploring the role of the energy industry in the overall development of a country of your choice. In your essay, address the following points:

- Provide an overview of the chosen country's energy industry and its significance in the national economy. Mention the primary energy sources (e.g., fossil fuels, nuclear, renewables) and their contribution to the country's GDP and employment.

- Analyse how the energy sector influences economic growth and development. Consider factors such as job creation, foreign investment, export revenues, and industrial development. Use specific data and examples to support your analysis.

- Discuss the social implications of the energy industry, including access to energy, quality of life improvements, and rural development. Address how energy infrastructure projects can affect communities, both positively and negatively.

- Evaluate the environmental impact of the energy sector and the country's approach to sustainability. Consider issues like greenhouse gas emissions, pollution, and resource depletion, as well as efforts to transition to cleaner energy sources.

- Explore the role of the energy industry in national security and international relations. Discuss how energy resources or dependencies can influence the country's geopolitical standing and relationships with other nations.

- Provide an analysis of the future role of the energy sector in the country's development. Suggest strategies for improving the industry's contribution to sustainable development, economic diversification, or energy independence.

8.	**Dealing with interruptions.**

1. Reflect on the types of interruptions you commonly face in your work environment and develop a plan to minimize their impact.

- List the top five most frequent interruptions you encounter during your workday (e.g., phone calls, email notifications, colleagues dropping by, etc.).

- For each interruption, assess its impact on your productivity and focus by rating it on a scale from 1 (low impact) to 5 (high impact).

- Develop a strategy for each type of interruption to either minimize or manage it effectively. This could include setting specific times for checking emails, using a "do not disturb" sign, or scheduling regular breaks to handle ad hoc issues.

2. Research and list three techniques for dealing with interruptions, such as the "two-minute rule," "time blocking," or using a "buffer zone" between tasks.

9.	**Voicemail messages.**

1. Identify three common situations where you might need to leave a voicemail message, such as following up on a job application, contacting a client, or scheduling a meeting.

For each scenario, write a script for a voicemail message that includes the following elements:

- A polite greeting.
- Your name and reason for calling.
- Key information or request you want to convey.
- Your contact information and best time to reach you.
- A courteous closing.

10.	**Emails – Action points.**

1. Write a concise email summarizing the action points from a recent team meeting or group project discussion. Your email should clearly communicate the agreed-upon tasks and responsibilities.

2. Imagine you have just completed a group project where certain team members were responsible for specific tasks. Write a follow-up email to ensure that all action points have been completed as planned.

	Змістовий модуль 3. Business sectors
11.	**Project management.**

1. Create a detailed project proposal for a hypothetical project that addresses a specific problem or need in your community or school. In your proposal you should:

- create a clear and descriptive title for your project;

- briefly introduce the project idea and its significance. Explain the problem or need it addresses;
- list the specific objectives of the project. What do you hope to achieve?
- define the scope of the project, including what will be included and what will be excluded;
- describe the methods you will use to execute the project. Include details on how you will gather data, engage stakeholders, and implement solutions.
- create a timeline for the project, outlining key milestones and deadlines. (Use a Gantt chart or a similar visual tool to illustrate the timeline).
- provide a preliminary budget for the project, including estimated costs for resources, materials, and personnel. Justify each budget item.
- outline how you will measure the success of the project. What criteria will you use to evaluate its impact?

2. Develop a risk management plan for a hypothetical project of your choice. Your plan should cover the following elements:
- provide a brief description of the project, including its objectives and scope;
- identify potential risks that could impact the project. Categorize them into different types (e.g., technical, financial, operational, legal);
- assess the likelihood and impact of each identified risk. Create a risk matrix to visually represent the level of risk (e.g., low, medium, high);
- for each identified risk, outline specific strategies to mitigate or manage the risk. Include contingency plans for high-risk scenarios;
- describe how you will monitor risks throughout the project lifecycle and how often you will review the risk management plan;
- explain how you will communicate risk information to stakeholders, including how and when updates will be provided.

12.	**Large-scale projects** 1. Select a well-known large-scale project (e.g., a major infrastructure project, public works initiative, or international development program) and conduct a case study analysis. Your analysis should include the following sections: - introduction (name, location, and primary objectives). Explain why it is considered a large-scale project; - project background (the key stakeholders involved, funding sources, and initial motivations for the project); - project implementation (key phases of the project, including planning, execution, and monitoring); - impact assessment (short-term and long-term impacts of the project on the local community, economy, and environment); - conclusion (Summarize your findings and provide a reflection on the overall success of the project). 2. Develop a project proposal for a hypothetical large-scale initiative that addresses a significant social, economic, or environmental issue in your community or region. Your proposal should include the following sections: - project title; - a brief summary of the project, highlighting its purpose, objectives, and expected outcomes; - the issue your project aims to address; - specific objectives and measurable goals of the project.

	- project plan; - budget; - stakeholder engagement; - assessment of the project's success, including the metrics you will use to measure progress and impact.
13.	**Meetings: Updates and action** 1. Write a professional email providing an update following a recent team meeting. Your email should summarize key discussions, decisions made, and outline action items. (Summarize the key points discussed during the meeting. Highlight any significant insights, decisions made, or challenges identified.) 2. Prepare a detailed agenda for an upcoming team meeting focused on project updates and action planning. (Specify the date and time of the meeting. Indicate whether the meeting will be held in-person, virtually, or in a hybrid format, and provide the necessary links or room details. List the names or roles of individuals expected to attend. Outline the key agenda items to be discussed.)
14.	**Giving instructions** 1. Write a detailed instructional guide for a specific task or process that you are familiar with (e.g., setting up a piece of technology, cooking a recipe, or completing a school project). 2. Create a short instructional video (3-5 minutes) demonstrating how to complete a specific task or process.
15.	**Email requesting an update.** 1. Request for Progress Status: ask for a detailed update on the current status of the project or task. You could specify particular areas where you'd like clarification or more information, such as progress made, challenges encountered, and expected next steps. 2.Request for Timeline and Deadlines: ask for clarification on the timeline or an update to the expected completion date. This is especially useful if there has been a delay or if you're unsure when the next milestone will be completed.
	Змістовий модуль 4. Global markets
16.	**One size fits all.** 1. Analyze Emerging Market Trends: conduct an in-depth analysis of emerging markets (e.g., Asia-Pacific, Latin America) to identify key trends, growth opportunities, and potential risks. Focus on sectors like technology, manufacturing, and energy. 2. Track and report on global economic indicators (e.g., GDP growth rates, inflation, interest rates) from major economies (U.S., EU, China). Provide an analysis of how these indicators might affect global trade and investment.
17.	**Online markets** 1. Conduct a market analysis of a specific online marketplace (e.g., Amazon, eBay, Etsy) and write a report summarizing your findings: - provide an overview of the chosen online marketplace, including its history, mission, and primary focus; - identify the target audience for the marketplace. Consider factors such as demographics, interests, and purchasing behaviours; - analyze the types of products available on the marketplace. Discuss the range of categories, popular items, and any unique selling points; - identify key competitors and compare their offerings, pricing strategies, and market

positions. Discuss how the chosen marketplace differentiates itself from competitors;

- evaluate the user experience of the marketplace, including website design, ease of navigation, search functionality, and customer service. Consider any user reviews or feedback;

- discuss current trends affecting the online marketplace and any recent innovations or features that enhance the shopping experience (e.g., AI recommendations, mobile apps, or social commerce);

- summarize your key findings and provide insights into the future outlook of the online marketplace.

2. Develop a detailed plan for launching a hypothetical online storefront on a chosen platform (e.g., Shopify, WooCommerce, Etsy):

- describe your business idea, including the types of products you plan to sell and your brand vision;

- summarize your findings from market research related to your chosen products and target audience. Discuss trends, customer preferences, and competition;

- justify your choice of platform for your online storefront. Discuss the features that make it suitable for your business needs (e.g., ease of use, payment options, customization);

- develop a marketing strategy to promote your online store. Include methods such as social media marketing, email campaigns, SEO strategies, and paid advertising;

- detail how you will handle logistics, including inventory management, shipping, and customer service. Consider any tools or software you might use;

- provide a basic financial projection, including startup costs, pricing strategy, and expected revenue streams.

18.	**Managing conversations.**

1. Select a recorded conversation (e.g., a podcast, interview, or dialogue from a movie or TV show) and analyse the communication techniques used by the participants. Identify and describe at least three specific communication techniques used in the conversation (e.g., active listening, open-ended questions, body language). Provide examples from the conversation to illustrate each technique.

Assess how effectively the participants managed the conversation.

2. Participate in a role-playing exercise where you practice managing a conversation in a specific scenario (e.g., a job interview, a difficult conversation with a peer, or a customer service interaction).

19.	**Building consensus.**

1. Introduce the concept of consensus building and its importance in group decision-making. Explain the context in which you will apply your strategy (e.g., workplace, school project, community group).

2. Describe how to identify key stakeholders involved in the decision-making process. Discuss the importance of understanding their interests, needs, and concerns.

3. Outline strategies for promoting open and respectful communication among group members. Include techniques such as active listening, encouraging diverse viewpoints, and establishing ground rules for discussions.

4. Discuss problem-solving techniques that can aid in consensus building, such as brainstorming, the nominal group technique, or multi-voting methods. Provide examples of how these techniques can be implemented.

5. Address potential conflicts that may arise during the consensus-building process and outline strategies for managing and resolving these conflicts effectively.

20.	**Letter confirming an order.**

1. Write a professional order confirmation letter for a fictional business transaction.

2. Analyse a sample order confirmation letter (either provided by the instructor or sourced online):
- discuss the structure and format of the letter. How is the information organized? Is it easy to read?
- Evaluate how clearly the order details are presented.
- analyse the tone and language used in the letter. Is it professional and appropriate for a business context?
- offer suggestions on how the letter could be improved to enhance clarity, professionalism, or effectiveness.

	Модуль 2
	Змістовий модуль 5. Design and innovation
21.	**Innovative product design.**
	1. Develop a concept for an innovative product that addresses a specific problem or need in society. In your concept development you should:
	- describe the problem or need that your product aims to solve. Explain why this issue is significant and provide relevant context or background information;
	- present your product idea in detail. Describe its key features, functionality, and design elements.
	- identify the target audience for your product. Discuss their characteristics, preferences, and how the product meets their needs.
	- discuss the feasibility of bringing your product to market. Identify any potential challenges, such as technical limitations, cost considerations, or market competition.
	- summarize the main points of your product concept and reflect on its potential impact and success.
	2. Create a PowerPoint presentation pitching your innovative product design to potential investors or stakeholders.
22.	**Product testing.**
	1. Develop a comprehensive product testing plan for a hypothetical product of your choice. (Provide a brief description of the product you will be testing, including its purpose, target audience, and key features. Explain why testing is crucial for this product).
	2. Conduct a mock product testing exercise with a small group of peers, friends, or family members using a simple product (e.g., a mobile app, a piece of kitchen equipment, or a prototype of a university project). After the testing session, write a product testing report.
23.	**Managing information.**
	1. Write a report detailing an information management strategy for a hypothetical organization. Introduce the concept of information management and its importance in organizational effectiveness. Briefly describe the hypothetical organization, including its size, industry, and the types of information it handles. Identify and categorize the key types of information the organization needs to manage (e.g., customer data, financial records, project documentation). Explain the relevance of each type and how it supports organizational goals.
	Describe measures to ensure the security and privacy of information, including data encryption, access controls, and policies for handling sensitive information.
	2. Analyse a real-world case study of information management (either provided by the instructor or sourced independently). Provide a brief summary of the organization featured

in the case study, including its industry, size, and key information management challenges. Describe the information management practices implemented by the organization. Discuss the tools, systems, and strategies they used to manage and protect their information. Identify the main challenges the organization faced in managing information. Explain how these challenges were addressed and what solutions were implemented to overcome them.

24.	**Selling a product.** 1. Create a sales pitch presentation for a product of your choice. Your presentation should be designed to persuade potential customers to purchase the product. Highlight what makes your product unique compared to competitors. Focus on the features or benefits that set it apart and provide value to customers. 2. Write a detailed report outlining a sales strategy for launching and selling a new product in a specific market. Provide background information on the industry and the current market conditions. Identify your target audience, analyse the competition, and discuss potential challenges and opportunities in the market.
25.	**Product review.** 1. Write a comprehensive product review for a product of your choice. Your review should be informative, balanced, and well-structured. Describe the key features of the product in detail. Include specifications, design elements, and functionality. Share your personal experience using the product. Discuss aspects such as ease of use, performance, and overall satisfaction. 2. Write a detailed script for a 5-minute video review of a product of your choice. Your script should be engaging, informative, and structured to provide a clear flow of information. The following sections are desirable: 1. Introduction 2. Product Overview 3. First Impressions 4. Detailed Review 5. User Experience and Practical Use 6. Conclusion and Recommendation
	Змістовий модуль 6. Safety and security
26.	**Safety at work** 1. Conduct a workplace safety risk assessment for a hypothetical or real workplace environment. Describe the workplace environment you are assessing, including its industry, size, and the types of activities performed there. Explain the importance of risk assessments in ensuring workplace safety and compliance with health and safety regulations. Identify and describe at least five potential hazards present in the workplace. Hazards can include physical, chemical, biological, ergonomic, or psychological risks. Summarize the key points of your risk assessment. Reflect on the importance of proactive risk management in promoting a safe and healthy work environment. 2. Design a training module on a specific workplace safety topic (e.g., fire safety, proper lifting techniques, chemical handling). Your training module should include a PowerPoint presentation with 10-12 slides and an accompanying trainer's guide (400-500 words) that explains how to deliver the training.
27.	**Being security-conscious.** 1. Create a detailed Personal Security Awareness Plan that outlines strategies to enhance personal safety and data security in everyday life. Define what it means to be security-conscious in today's world. Highlight the importance of personal security awareness in both physical and digital environments. Identify at least five potential security risks that individuals face daily. These can include both physical risks (e.g., theft, personal

safety) and digital risks (e.g., phishing, identity theft). For each risk, explain its potential impact on personal security and provide examples where applicable. Discuss the importance of staying informed about new security threats and adapting your practices accordingly.

2. Analyse a case study that illustrates the consequences of not being security-conscious in either a personal or professional setting. (Describe the main events, the people involved, and the context in which the security breach or incident occurred. Identify and explain the specific security lapses or negligent behaviours that contributed to the incident. Consider aspects such as weak passwords, lack of awareness, failure to follow protocols, or inadequate response to warnings. Highlight the key lessons that can be learned from the case study. What should have been done differently to prevent the incident? What best practices can be implemented to avoid similar issues in the future?)

28.	**Dealing with disagreement.**

1. Analyse a real or hypothetical case study where a disagreement occurred in a professional or academic setting. Provide a brief summary of the disagreement, including the context, the parties involved, and the main issue that led to the conflict. Describe how the disagreement unfolded and any initial attempts to resolve it. Describe the conflict resolution methods that were or could have been applied to address the disagreement. Discuss approaches such as negotiation, mediation, or active listening. Highlight the key lessons learned from the case study.

2. Write a detailed script for a role-play exercise that demonstrates how to effectively manage a disagreement between two or more parties. Briefly describe the scenario in which the disagreement takes place. This could be a workplace meeting, a group project discussion, or a family decision-making situation. Provide background information on the characters involved, their relationships, and the nature of the disagreement. Create dialogue for at least three characters: two parties with opposing views and a mediator or neutral party. Include their names, roles, and perspectives. Write out the conversation step-by-step, showing how the disagreement develops. Use realistic language and include verbal and non-verbal cues (e.g., tone, gestures) where appropriate.

29.	**Dealing with conflict.**

1. Organize and lead a meeting between conflicting parties to discuss issues openly and work towards a resolution. Ensure that all viewpoints are heard and guide the conversation towards constructive solutions.

2. Create a comprehensive conflict management strategy that outlines procedures for addressing and resolving conflicts within the team or organization. Include steps for early identification, mediation, and resolution techniques.

30.	**Instructions and warnings.**

1. Write a reflective 200-word essay on whether you would choose eco-tourism for your next vacation. Discuss the benefits of eco-tourism, such as reducing your carbon footprint and learning about nature and cultures.

2. Create a short story about a day spent in an eco-tourism destination. Discuss eco-friendly activities you participate in, such as nature walks, wildlife photography, or helping with conservation projects, (200 words).

	Модуль 4
	Змістовий модуль 7. Customer service
31.	**Airline customer service**
	1. Write a response email to a customer who has complained about their recent flight

experience. The customer mentioned issues such as delayed departure, lost luggage, and poor in-flight service. Your email should:

- acknowledge the customer's complaint and empathize with their experience;
- address each issue they mentioned (delayed departure, lost luggage, in-flight service) with an explanation or apology;
- offer a solution or compensation (e.g., reimbursement, frequent flyer points) to address their concerns;
- invite further communication if they have additional concerns or questions.

2. Develop a checklist for airline customer service agents to use when dealing with passenger complaints. (Ensure a polite and welcoming greeting. Pay full attention to the customer's complaint without interrupting. Show understanding of the customer's frustration or inconvenience. Ask questions if needed to fully understand the situation. Provide clear options to resolve the issue (e.g., rebooking, compensation). Confirm that the customer is satisfied with the solution and thank them for their patience.)

32.	**Hanging on the telephone.**
	1.Write a short script for a professional telephone conversation between a customer service representative and a customer. The customer is calling to inquire about the status of their order, which is delayed.
	2. Create a list of five tips for effective telephone communication in a professional setting. Consider elements like tone of voice, active listening, and clear articulation. For each tip, include a brief explanation (1-2 sentences) of why it is important and how it can improve the call experience.
33.	**Responding to customer concerns.**
	1. Investigate recent customer complaints by reviewing relevant communication, transactions, or product/service issues. Provide a detailed resolution plan and ensure follow-up communication with the customer to confirm satisfaction.
	2. Create a standardized protocol for responding to customer concerns and feedback. The protocol should include timelines, escalation procedures, and tone guidelines to ensure a consistent and professional approach across the team.
34.	**Generating and presenting ideas.**
	1. Conduct a 10-minute solo brainstorming session on a new product or service idea that solves a common problem in daily life. Write a summary (150-200 words) of your session, including: - problem identified: describe the problem you aim to solve; - proposed idea: outline your product or service idea in a few sentences; 3- unique features: list 2-3 unique features that differentiate your idea from existing solutions.
	2. Prepare a 60-second elevator pitch for an innovative idea you've generated. The pitch should include: - a brief introduction to the idea; - a concise explanation of the problem your idea addresses; - a clear description of your idea and how it solves the problem; - a concluding statement inviting feedback or interest.
35.	**External 'thank you' email.**
	1. Write a short 'thank you' email to the interviewer after a job interview. (Thank the interviewer for the opportunity and their time.

Refer to a specific topic discussed during the interview to show your engagement and interest. Briefly restate your enthusiasm for the role and how your skills align with the company's needs. Offer to provide any additional information and thank them again.)

2. Compose a 'thank you' email to a business partner or client after a successful project collaboration. (Express your gratitude for their partnership and efforts. Mention a specific achievement or positive outcome from the collaboration. Express your desire to work together again in the future.)

Змістовий модуль 8. Communication

36. **Face to face?**

1. Evaluate the effectiveness of current internal communication tools and suggest improvements or alternative platforms to enhance team collaboration and information sharing within the office.

2. Develop a set of office communication guidelines that outline best practices for email, meetings, and interdepartmental communication. Ensure the guidelines address tone, response times, and methods for addressing urgent issues.

37. **How to communicate.**

1. Create a list of five essential tips for effective communication in a professional setting. For each tip, write a brief explanation (1-2 sentences) on how to implement it and why it is important. Consider aspects such as clarity, active listening, body language, and feedback.

2. Imagine you need to communicate a challenging situation, such as a project delay or a budget cut, to your team. Write a short dialogue (around 150 words) that demonstrates how you would present this information clearly and tactfully.

38. **Closing a deal.**

1. Compose a short email to a potential client confirming the terms of a deal you've agreed upon in a recent meeting. (Briefly recap the main points of the agreement. Clearly state the terms and conditions that were agreed upon. Outline any immediate actions required from both parties to finalize the deal. Express enthusiasm about the partnership and thank the client for their trust.)

2. Develop a checklist of essential steps to follow before, during, and after closing a deal. Include at least 5-6 key actions such as preparing final documents, clarifying terms, and confirming commitments.

39. **Talking about priorities.**

1. List your top five tasks for the week and prioritize them in order of importance, explaining why each task is ranked as such.

2. Write a short dialogue (around 150 words) between a manager and an employee discussing the prioritization of tasks for an upcoming project. Keep the dialogue concise and focused on achieving a clear prioritization of tasks.

40. **Short report.**

1. Choose a recent event relevant to your field of study (e.g., a conference, a product launch, or a seminar). Write a short report:
- briefly describe the event, including its name, date, and purpose;
- summarize 2-3 key points or takeaways from the event;
- conclude with your personal reflections or the potential impact of the event on your field.

2. Conduct a brief survey among your classmates on a topic of your choice (e.g., preferred study methods, favorite online learning tools). Write a short report based on the survey results:

- state the survey topic, the number of participants, and the method used to collect data;

- present the key findings, including any surprising or notable trends;

- provide a brief analysis or suggestion based on the survey results.

SOME TIPS HOW TO PERFORM THE SUGGESTED TASKS

1. REFLECTIVE ESSAY

Writing an effective reflective essay requires introspection, organization, and clear expression of personal growth or understanding. Here are some tips to help you write a compelling reflective essay:

1. Understand the Purpose

Reflective essays focus on your personal experience, thoughts, and feelings about a particular subject or event. The essay should demonstrate how the experience has changed or impacted you — what you've learned, how you've grown, or how it shaped your views.

2. Choose a Meaningful Topic

Select an event, situation, or experience that has significantly influenced you, or that provides rich material for reflection. If the topic is assigned, find a personal connection or aspect that resonates deeply with you.

3. Create an Outline

Introduce the experience or subject matter. Include a brief background to set the context and provide the thesis (how the experience impacted you).

Body: Organize this section chronologically or thematically.

Description: Describe the event or situation you are reflecting on.

Analysis: Analyze your thoughts, feelings, and reactions. Be specific about how the experience affected you.

Lessons Learned: Reflect on what you have learned from the experience and how it changed you or your perspective.

Conclusion: Summarize your reflections, restate the impact of the experience, and perhaps offer insights about how it will influence your future actions or thinking.

4. Analyze, Don't Just Describe

Instead of just recounting events, dive deep into why they were significant to you and what you've learned from them. Try to connect your experience to larger life themes, theories, or ideas if applicable.

5. Keep It Structured

Stick to your outline and maintain a clear focus throughout the essay. Each paragraph should have a clear point that relates back to your thesis.

2. INFORMATIONAL INTERVIEW

Conducting an informational interview is a valuable way to gain insights into a particular career, industry, or organization by speaking with professionals who have relevant experience. Here are some tips to help you prepare for and conduct an effective informational interview:

1. Clarify Your Goals

Identify what you hope to gain from the conversation—whether it's understanding a specific job role, learning about the company culture, or getting career advice. Informational interviews are about gathering information, not asking for a job. Make sure your primary focus is learning.

2. Research the Person and Their Role

Learn about the individual's background, their job title, and the company they work for. This will help you ask informed and relevant questions. Review their career path to see if there are any aspects you want to explore in more depth, such as skills they've developed or transitions they've made.

3. Prepare Thoughtful Questions

Create a list of open-ended questions to guide the conversation. Here are some examples:

- Can you tell me about your career path and how you got to where you are?
- What does a typical day look like in your role?
- What skills are most important in your field?
- What are some of the challenges you face in your job?
- How is the industry evolving, and what trends should I be aware of?
- What advice would you give someone looking to enter this field?

Prioritize Your Questions. Start with the most important ones, as the interview may be limited in time.

4. Be Prepared to Lead the Conversation

While the interviewee may share insights freely, you should be ready to guide the conversation by asking your questions in an organized way. If a topic doesn't lead to much information, gracefully move to your next question.

5. Reflect on What You Learned

After the interview, go over your notes and reflect on the key points or advice you received.

Think about how the insights you gathered will influence your career decisions, job search, or personal development.

By approaching the informational interview with preparation, professionalism, and curiosity, you can build valuable connections and gain useful insights that will help guide your career path.

3. RAPPORT BUILDING

Building rapport is essential for creating positive relationships, whether in personal, professional, or social settings. The way you establish rapport can vary depending on the context. Here are some tailored tips for building rapport in different scenarios:

In a Professional Setting (Workplace or Networking)

- Start with basic manners—greeting the person warmly and addressing them by name.
- Show genuine interest in what the other person says. Ask thoughtful follow-up questions and avoid interrupting.
- Try to identify shared experiences, interests, or goals. For example, discussing industry trends or mutual contacts.
- Pay attention to the other person's tone and pace. Mirror their energy levels and formality while staying true to your personality.
- Share helpful information or advice. Offer assistance if appropriate, showing you're not just there to receive but also to give.

In a Job Interview

- Research the company and interviewer so you can discuss relevant topics that show your genuine interest.

- A brief friendly exchange (weather, commute, or something light) before diving into the interview can ease the tension and humanize the interaction.

- Be positive and enthusiastic about the role and company. Passion and excitement help establish a connection.

- Mention something you admire about the company or interviewer's experience. For example, "I read about your work on [specific project], and it was really inspiring."

- Asking thoughtful, company-specific questions shows you're engaged and genuinely interested in the role.

In a Sales or Client Meeting

- Ask open-ended questions to understand their challenges and goals, and listen carefully to their responses.

- Tailor your conversation to the specific needs and concerns the client has mentioned.

- Demonstrate Empathy: acknowledge their pain points and express a genuine desire to help solve their problems.

- Build trust by being upfront about what you can and cannot do. Avoid overpromising.

In a Social Setting (Meeting New People)

- Encourage conversation by asking about their interests, hobbies, or opinions. Avoid yes/no questions.

- Find Common Interests: whether it's travel, hobbies, or mutual acquaintances, finding shared experiences or likes can build rapport quickly.

- Be willing to open up about yourself. Sharing experiences can help establish trust and comfort.

- Light, appropriate humor can break the ice and make the interaction enjoyable.

In a Virtual Setting (Video Calls, Online Networking)

- Just like in-person, a little light conversation at the start (about the weather, current events, or mutual contacts) can help create a relaxed environment.

- If any tech issues arise, be understanding and patient, which helps maintain rapport despite disruptions.

- Show Enthusiasm and Engagement: since you're on video, use more facial expressions and nod to show that you're actively listening and engaged.

In Cross-Cultural or International Contexts

- Be Culturally Aware: take the time to understand and respect cultural norms, communication styles, and etiquette.

- Some cultures prefer formal language, while others are more relaxed. Adapt your language accordingly.

- If language differences exist, keep your speech clear and avoid idiomatic phrases that may not translate well.

- Acknowledge and appreciate cultural or personal differences. This can foster mutual respect and trust.

- Asking about their customs or experiences can show curiosity and respect.

Tailoring your approach to the specific scenario, while being attentive, open, and genuinely interested, will help you build rapport effectively in any setting.

4. BUSINESS EMAILS

Writing business emails effectively is a critical skill in today's professional environment. Business emails are one of the primary means of communication in almost every industry, and mastering this skill can greatly impact your career success. Here's why business email writing is so important:

1. Professional Communication

Business emails allow you to communicate with colleagues, clients, partners, and stakeholders in a professional manner. A well-written email reflects your attention to detail, organizational skills, and overall professionalism. They help establish credibility and convey respect for the recipient, which is crucial for building trust and strong working relationships.

2. Clear and Efficient Information Sharing

Emails enable you to convey essential information quickly and clearly. This is vital for keeping projects on track, sharing updates, providing instructions, or resolving issues. Clear email writing ensures that your message is easily understood, minimizing the risk of miscommunication or misunderstandings that could lead to costly mistakes.

4. Record Keeping and Documentation

Business emails serve as a written record of communication, which can be useful for future reference or accountability. They can document agreements, discussions, deadlines, and decisions, which helps in maintaining clarity and transparency. Having a record of your communication can also protect you and your organization in case of disputes or when you need to review the history of a project.

5. Building and Maintaining Relationships

Well-crafted emails can help you build rapport with clients and colleagues. By personalizing your message, showing appreciation, and maintaining a respectful tone, you can foster positive relationships even in a virtual or remote work environment. The tone and structure of your email can influence how the recipient perceives you and your organization, making email writing a key aspect of reputation management.

6. Time Management and Productivity

Writing concise and organized emails saves time for both the sender and the recipient. Effective emails ensure that the message is communicated efficiently, reducing the need for follow-up emails or additional clarification. By prioritizing clarity and brevity, you can help streamline workflows and contribute to a more productive work environment.

7. Global Reach and Accessibility

Business emails enable communication across different time zones and geographical locations, making them a vital tool for global businesses. They allow you to reach people anywhere in the world at any time, facilitating seamless communication and collaboration. They are accessible and can be easily archived, forwarded, or retrieved, making them a flexible and reliable communication tool.

Types of Business Emails:
1. **Formal Emails**:

   o Used for important or official communication with managers, clients, partners, or suppliers.
   o Examples: Proposals, formal meeting requests, or notices.

2. **Semi-Formal Emails**:

   o Suitable for internal communication with colleagues or teammates.
   o Examples: Project updates, follow-ups, or friendly reminders.

3. **Informal Emails**:

   o Used in a relaxed work environment, typically with close colleagues or friends at work.
   o Examples: Quick updates, friendly check-ins, or casual invitations.

Structure of a Business Email:

1. **Subject Line**:

   o The subject line should be brief yet informative, giving the recipient a clear idea of the email's content.
   o Examples:
     ▪ "Request for Marketing Materials"
     ▪ "Update on Project Timeline"
     ▪ "Invitation to Join Our Webinar"

2. **Greeting**:

   o **Formal**: "Dear [Name]," or "Dear Mr./Ms./Dr. [Last Name],"
   o **Semi-Formal**: "Hi [Name]," or "Hello [Name],"
   o **Informal**: "Hey [Name]," or "Hi there,"

3. **Opening Line**:

   o **Formal**: "I hope this email finds you well." / "I am writing to inform you that…"
   o **Semi-Formal**: "I wanted to touch base about…" / "I hope you're having a great week."
   o **Informal**: "Just a quick note to say…" / "Hope you're doing well!"

4. **Body**:

   o **Structure**: Divide the content into short, clear paragraphs. Use bullet points if necessary.
   o Start with the most important information and then provide details.
   o Use simple and direct language, and avoid long-winded sentences.
   o Include all necessary details but avoid overwhelming the recipient with too much information at once.

5. **Closing Line**: Use a polite and clear summary of the email or suggest a next step.

- o **Formal**: "Please feel free to reach out if you have any questions." / "I look forward to hearing from you."
- o **Semi-Formal**: "Let me know if this works for you." / "Thanks for taking a look at this!"
- o **Informal**: "Let me know what you think!" / "Talk soon."

6. **Sign-off**:

- o **Formal**: "Best regards," / "Sincerely," / "Kind regards,"
- o **Semi-Formal**: "Thanks," / "Best," / "Take care,"
- o **Informal**: "Cheers," / "See you," / "All the best,"

Useful Vocabulary:

1. **Stating the Purpose**:

- o **Formal**: "I am writing to inquire about…" / "Please find attached the documents for your review."
- o **Semi-Formal**: "I wanted to let you know about…" / "Here are the details we discussed."
- o **Informal**: "Just sharing some info on…" / "I wanted to give you a quick update on…"

2. **Making Requests**:

- o **Formal**: "Could you please confirm…" / "Would you be able to provide…"
- o **Semi-Formal**: "Can you share your thoughts on…" / "Could you send me…"
- o **Informal**: "Any chance you could look into…" / "Do you mind sending me…"

3. **Providing Information**:

- o **Formal**: "We would like to highlight the following points…" / "Attached is the report you requested."
- o **Semi-Formal**: "Here's what you need to know…" / "I've attached the relevant files."
- o **Informal**: "Here's the info you were asking for…" / "Attached is what you need."

4. **Expressing Thanks**:

- o **Formal**: "Thank you for your attention to this matter." / "I appreciate your prompt response."
- o **Semi-Formal**: "Thanks so much for your help!" / "Really appreciate it!"
- o **Informal**: "Thanks a ton!" / "You're the best!"

5. **Closing Statements**:

- o **Formal**: "Please do not hesitate to reach out for further assistance." / "I look forward to our continued collaboration."
- o **Semi-Formal**: "Let me know if you have any questions!" / "Looking forward to hearing from you."
- o **Informal**: "Hit me up if you need anything." / "Talk soon!"

Tips for Writing Effective Business Emails:

1. **Be Clear and Concise**:

o Keep your message short and to the point. Use simple, straightforward language.
o Avoid filler words and jargon unless the recipient is familiar with the terms.

2. **Use an Appropriate Tone**:

o Match your tone to the formality of the recipient and the purpose of the email.
o **Example**: Use formal language for clients but a more relaxed tone with colleagues.

3. **Proofread Your Email**:

o Check for spelling, grammar, and punctuation errors before sending.
o Ensure that your email makes sense and flows smoothly.

4. **Be Professional**:

o Even in semi-formal and informal emails, maintain a level of professionalism.
o Avoid using emojis or overly casual language in a business context.

5. **Use a Clear Subject Line**:

o Make sure the subject line clearly reflects the content of the email.
o **Examples**: "Project Update: Deadline Moved" / "Invitation: Annual Business Meeting"

6. **Provide Clear Calls to Action**:

o Let the recipient know exactly what you expect from them.
o **Examples**: "Please confirm your availability by Friday." / "Could you review the attached document and provide feedback?"

7. **Follow Up if Necessary**:

o If you don't get a response within a reasonable time, send a polite follow-up.
o **Example**: "Just following up on my previous email. Have you had a chance to review the attached proposal?"

8. **Use Formatting Wisely**:

o Bold important points or use bullet points to make the email easier to read.
o Avoid overloading the email with formatting, as it can look cluttered.

9. **Attach Files Properly**:

o Mention any attachments in the email body.
o **Example**: "Please find attached the quarterly report."

10. **Be Mindful of Cultural Differences**:

o If writing to someone from a different cultural background, be aware of formalities and customs.

5. PRESENTATIONS

Presentations in business are crucial for effectively communicating ideas, influencing decision-making, and engaging stakeholders. They provide a powerful platform to share information clearly and persuasively, driving projects and strategies forward.

Creating a successful PowerPoint presentation involves understanding the structure, design, and delivery that will engage your audience and effectively convey your message. It all begins with a well-organized structure that guides the audience smoothly through your content. The first slide, the **Title Slide**, should clearly introduce your topic, your name, the date, and any other relevant information. This sets the stage for your presentation and gives your audience a clear idea of what to expect.
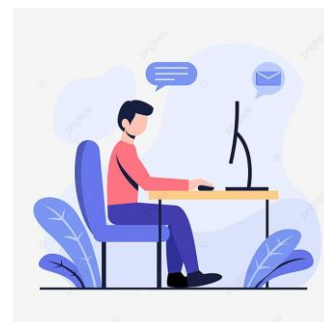
The **Introduction** slide should provide an engaging overview of the content you will be presenting. This is your opportunity to capture the audience's attention and outline the main themes or objectives of your presentation. The introduction should be concise yet informative, laying the groundwork for what will come next.

The **Main Content** of your presentation should be broken down into 3-5 key points. Each point should be allocated a separate slide, with content presented in a clear and concise manner. Using bullet points rather than large blocks of text is crucial to ensure your audience can easily follow your message. Each slide should focus on a single idea or topic to keep your presentation organized and coherent. Additionally, visuals such as diagrams, images, or graphs can significantly enhance the understanding of your content. These elements not only make your slides more engaging but also help illustrate complex ideas more effectively.

As you move toward the end of your presentation, the **Conclusion** slide should summarize your key points and provide a closing thought that leaves a lasting impression on your audience. A well-crafted conclusion ties everything together and reinforces your main message. If your presentation allows for it, consider adding a **Q&A Slide** to invite questions from the audience. This can foster interaction and provide an opportunity for you to address any uncertainties or delve deeper into your topic. Finally, your **Thank You Slide** should express appreciation to your audience for their time and attention, along with your contact information if they wish to follow up.

How to Make It Successful:

✓ *Use visuals:* Diagrams, images, or graphs to support your content.

✓ *Keep slides simple:* Use bullet points rather than large blocks of text.

✓ *Consistent design:* Use the same font and color scheme throughout.

✓ *Practice your timing:* Ensure your presentation is within the required time limit.

✓ *Where to Search for Information:*

➢ *Online Business Journals:* For credible sources and statistics.

➢ *Company Websites:* For specific business information.

➢ *Google Scholar:* For research papers and case studies.

6. PRODUCT REVIEWS

Crafting a compelling product review is a valuable skill, especially in business settings where your ability to articulate your experiences and provide balanced feedback can influence purchasing decisions and establish your credibility. A well-structured product review not only informs but also engages the reader or listener, offering a clear assessment of the product's performance.

Structure of a Product Review

A well-organized product review typically consists of four main parts. In the **Introduction**, you should name the product, describe its purpose, and briefly mention your experience with it. This sets the stage for the reader or listener and gives them an understanding of what to expect.

In the **Product Details** section, provide a comprehensive overview of the product's features, benefits, price, and any other essential specifications. Be detailed but concise, and make sure to highlight aspects that are most relevant to the audience.

When you discuss the **Pros and Cons**, aim to be objective and balanced. Present both the strengths and weaknesses of the product.

Conclude with a **Conclusion** that summarizes your opinion of the product. State clearly whether you would recommend it or not and explain why. You can also mention the type of consumer who would benefit most from the product.

How to Make a Good Review

- Being specific is crucial when writing a product review. Avoid vague statements and instead provide concrete details that illustrate your points.
- Using examples from your own experience can add authenticity and make your review more relatable. If the product made a difference in a particular situation, describe it.
- Maintaining an objective and balanced tone is also important. Readers or listeners will appreciate an honest assessment that includes both positive and negative aspects. If the product has flaws, mention them, but avoid being overly critical unless the drawbacks significantly impact the product's usability.
- When presenting your review, it's important to organize your points clearly. Follow the same structure you used in the written review: introduction, product details, pros and cons, and conclusion. This will help your audience follow along easily and understand your message.
- Use emphasizing words to draw attention to key points.
- Keep your tone engaging and conversational to maintain your audience's interest.

7. CASE STUDIES

Conducting a case study is a powerful way to explore a real-world business problem, analyze the strategies used to address it, and understand the outcomes and broader implications. A well-executed case study not only provides deep insights into a particular scenario but also serves as a valuable learning tool, both for you and for others in the field.

Steps to Conduct a Case Study

The first step is to **select a topic**. Choosing a relevant and engaging business scenario is crucial. Your topic should align with your field of interest or area of study, such as a company that successfully launched a new product, overcame a major challenge, or implemented a unique business strategy.

Once your topic is selected, it's time to **conduct thorough research**. Gather information from credible and reliable sources like business journals, company websites, news articles, and academic research papers.

When you begin to **write the case study**, structure it in a way that presents the information logically and compellingly. Start with an **Introduction** that clearly states the issue at hand and explains why it is significant. The introduction should set the stage for the rest of the study, outlining what the reader can expect to learn. For example, "This case study will examine the marketing strategy that propelled Company X from a small startup to an industry leader within five years."

The **Background** section should provide details about the company and the context of the situation. Describe the company's history, size, industry, and any relevant factors that contribute to the issue being analyzed. This background information helps the reader understand the environment in which the business operates and why the issue arose.

In the **Analysis** section, dive deep into the solutions or strategies used to address the issue. Discuss each strategy in detail, including why it was chosen and how it was implemented. Use data and evidence to support your analysis, and if available, include quotes from experts or people involved in the case.

Next, explain the **Outcome** of the case study. Discuss the results of the strategies and their impact on the company. Did the solutions lead to success, or were there unforeseen consequences? Be specific and use measurable data to illustrate the outcomes.

Finally, wrap up your case study with a **Conclusion** that summarizes the findings and highlights the broader implications. Explain how the case study's lessons can be applied to other business scenarios or how it contributes to our understanding of a particular business concept.

Tips for Conducting and Writing a Case Study

Being **analytical** is essential. Don't just describe what happened; explain why it happened and what it means. Analyze the significance of each strategy and its impact on the company. This deeper level of analysis will make your case study more meaningful.

Using **charts or tables** can make your data more digestible and visually appealing. Graphs, for instance, can illustrate growth trends or compare performance metrics before and after a strategy was implemented. Visual aids are especially helpful when dealing with complex data.

Always **cite your sources** to give credit to the original authors and to back up your claims. This adds credibility to your case study and demonstrates your commitment to using reliable information. Make sure to follow proper citation guidelines, whether using APA, MLA, or another format.

By following these guidelines, you can create a compelling and insightful case study that clearly conveys your findings and offers valuable lessons to others in the field.

Рекомендована література

Основна література

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3. Murphy R. English Grammar in Use. 5th edition. – Cambridge University Press, 2019. 307 p.

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2. Donovan J. How to deliver a TED talk. – Library of Congress, 2014. 220 p.
3. Dooley Jenny, Grammar and Vocabulary Booster B2. Glossary. - Express Publishing, 2023. 93 p.
4. Heather Jones, Monica Berlis, Roadmap B1+. Students' Book with Digital Resources & App. - Longman (Pearson Education), 2019. 176 p.
5. Jenny Dooley, Grammar & Vocabulary Booster B2. Studeny's book. – Express Publishing, 2022.
6. John Eastwood, Oxford Practice Grammar Intermediate with answers. – Oxford University Press, 2019. 384 p.

Інформаційні ресурси

1. Платформа для вивчення англійської мови BBC Learning English, URL: http://www.bbc.co.uk/worldservice/learningenglish/
2. Платформа для вивчення англійської мови British Council, URL: www.britishcouncil.org.ua
3. Платформа для вивчення англійської мови Linguahouse, URL:: www.linguahouse.com
4. Cambridge English-English Dictionary, URL: https://dictionary.cambridge.org/
5. English Grammar Tasks, URL: http://easy-english.com.ua/english-grammar/
6. Free English Video Lessons, URL: https://www.engvid.com/
7. Grammar Drilling, URL: http://www.allthingsgrammar.com/place-and-movement.html
8. Grammar Tasks, URL: https://grammarway.com/ua
9. Ideas for Ice-Breakers, URL: http://www.icebreakers.ws/get-to-know-you
10. Longman Dictionary of Contemporary English, URL: https://www.ldoceonline.com/
11. Tasks by Levels, URL: http://web2.uvcs.uvic.ca/courses/elc/studyzone/ (tasks by Levels)
12. Teaching Resources, URL: https://www.teachingenglish.org.uk/
13. Ted Talks, URL: https://www.ted.com/talks
14. The Ultimate Master's Degree Guide for International Students, URL: https://www.masterstudies.com/articles/the-ultimate-guide-to-master-s-degrees
15. Useful Teacher Resources, URL: https://en.islcollective.com/