

Effective Communication

Course title – Intitulé du cours	Getting your point across effectively
Level / Semester – Niveau /semestre	M2/S2
School – Composante	TSE Ecole d'Economie de Toulouse
Teacher – Enseignant responsable	Jennifer Harpur, jennifer.harpur@tse-fr.eu
Lecture Hours – Volume Horaire CM	
TA Hours – Volume horaire TD	15 en présentiel, Face to Face sessions (+5=20)
Course Language – Langue du cours	English
Prerequisites – Pré requis	B1-C1 CEFR level
Grading system – Modalités d'évaluation :	Regular no-stakes tests, Retrieval practice
Bibliography/references – Bibliographie/références :	The Language of Meetings, Malcolm Goodale
Session planning – Planification des séances	10 Face to Face sessions, 1h30 per week

Course Description/Objectives – Description/Objectifs du cours :

Effective communication at work, whether it be by e-mail, during **meetings and negotiations or in social situations**, is key to building trust and improving relationships, enhancing your skill-set, and helping your company or institution to succeed. In this workshop we will **simulate situations of disagreement and persuasion** and focus on the language you need to **feel comfortable** and excel in your future, as part of a team. Learn **nuance** in the language of discussions- agreeing, disagreeing, interrupting, clarifying, questioning, persuading. **Use diplomacy, learn how to listen, deal with conflict, discuss the use of non-verbal communication, the need for decorum and politeness and how it differs from culture to culture.** Practice **the art of small talk** and how to survive **in social situations** by becoming more at ease with **informal and idiomatic language**. Find a new **comfort level in spoken English. Focus on oral expression and comprehension**, as well as non-verbal communication, vocabulary-building and **correction of recurrent mistakes** with a native speaker.

Methodology and Key Focus Areas:

- **English for professional communication:** Specifically tailored to students' professional context.
- **Simulated professional scenarios:** Including meetings, short presentations, and social settings, helping to develop confidence in both formal and informal English.
- **Rapport-building strategies:** Enhancing interaction, dynamism, and active learning, with the goal of improving your communication skills, comfort level, and ability to speak confidently in front of audiences.
- **Accuracy: reactive** rather than pre-emptive, giving an organic quality to the teaching.
- **Non-verbal communication:** gestures, body language, in different cultural contexts.
- **Conflict resolution and diplomacy:** Learning how to navigate disagreements constructively and maintain professionalism.
- **Cultural differences** in communication: Discussing how decorum and politeness vary across cultures
- **Practical application:** Real-time feedback on vocabulary use, pronunciation, and recurrent mistakes, to refine your spoken English.