



ENGLISH 360 - COHERENCE IDEM

Compétence 1 :

Echanger à l'oral en anglais dans le monde professionnel

S'exprimer en anglais de manière interactive dans le cadre professionnel afin d'être capable de réagir en temps réel, de comprendre un interlocuteur natif et pouvoir transmettre les informations pertinentes pour être dans la capacité de répondre à des questions ou partager des informations démontrant le niveau d'expression de langue anglaise dans un contexte pro.

- Participer à une réunion / entretien en anglais pour réussir ses objectives ;

- A2 – Giving a report, evaluating options, making requests, controlling the discussion in meetings, giving a formal presentation, predicting and forecasting, making and responding to suggestions, negotiating conditions.
- B1 - Updating and delegating tasks, explaining features and benefits, presenting visual information, making suggestions and recommendations, negotiating, presenting new ideas, discussing and solving problems, dealing with questions.
- B2 - Running an update meeting, presenting a product or service, decision-making, presenting factual information, negotiating, presenting future plans, discussing data, raising difficult issues.
- C1/C2 – Managing the discussion, reporting back, sharing ideas, giving a formal presentation, dealing with conflict, brainstorming ideas, impromptu presentation, discussing options, giving a briefing, reaching agreement, selling an idea.

- Répondre à et passer un appel téléphonique / Visio professionnel en anglais afin de communiquer avec un degré de spontanéité et d'aisance pour qu'une conversation avec un interlocuteur natif ne comporte de tension ni pour un ni pour l'autre ;

- A2 – Making and receiving calls, spell names, give phone numbers, show interest, ask questions, confirm information, make and deal with complaints, avoid negative answers, ask for directions, arrange to meet, discuss payment terms, interrupt and avoid interruptions, ask for clarification.
- B1 – Show interest, how to say 'yes' and 'sorry', exchange contact details, make and change arrangements, how to address people, how to sequence an explanation, check understanding.
- B2 - Exchange contact details, planning arrangements, asking relevant questions, making quick requests, avoid saying 'no', resolving problems on the phone.
- C1/C2 – Introducing yourself cross-culturally, getting your point across, showing understanding, establishing rapport, adding emphasis, using vague language, dealing with misunderstanding and difficult questio.

- S'exprimer de façon claire et détaillée sur une grande quantité de sujets pour pouvoir émettre un avis sur un sujet d'actualité et exposer les avantages et les inconvénients de différentes solutions ;

- A2 – Company facts, describing your job and contacts, describing products and services, welcoming a visitor, customer service, employment, travel, orders and deliveries, advertizing, environmental protection, corporate hospitality.
- B1 - Describing work, work-life balance, services and systems, customer service, business travel, online security, finance and money, logistics and supply chains, describing a place of work, innovation, breakdowns and faults, processes, personal qualities.
- B2 - First impressions, motivation at work, ideas and innovations, ethical business, personality and decision-making, outsourcing, employer and employees, starting up a new business, communications technology, talking about change, dealing in data, cultural differences, staff appraisals, taking a career break.
- C1/C2 – Describing cross-cultural experiences, Comparing career paths, discussing working practices, training and learning, communication strategies, employer-employee expectations, corporate social responsibility, leadership styles, values and principles, persuasion and influence.

- S'exprimer efficacement lors d'une rencontre professionnelle en anglais pour transmettre ses points clés et être compris par des interlocuteurs natifs et non français ;

- A2 – clear communication, methods, strategies, way of speaking, pronunciation.
- B1 - clear communication, methods, strategies, way of speaking, pronunciation.
- B2 - clear communication, methods, strategies, way of speaking, pronunciation, cultural aspect and influence.
- C1/C2 - clear communication, methods, strategies, way of speaking, pronunciation, cultural aspect and influence, colloquial English.

- Collaborer efficacement en équipe avec des interlocuteurs natifs et non français en transmettant et échangeant ses idées clairement pour le succès du projet ;

- A2 – Ask and repeat information, making introductions, give a report, confirm information, make comparisons, turn a negative answer into a positive answer, discuss future plans and decisions, discuss processes, talk about obligation, necessity and permission, say complex numbers, describe performance trends, make predictions and forecasts, give and respond to positive feedback, control the discussion.
- B1 – Talk about projects and project updates, language of projects, update and delegate

tasks, talk about approximative numbers, scheduling, take part in a visual conference, future predictions, direct and indirect questions, suggestions and recommendations, negotiate an agreement, praise and thank people formally and informally, deal with questions, generalize and be specific.

B2 – Managing projects, update meetings and questioning decisions, past and recent actions and achievements, present, past and future abilities, decision-making meetings, report in an impersonal way, negotiate with colleagues and make requests, negotiate certain conditions, develop a network, past and recent activities and results, probability of future activities and developments, describe trends, reporting, sequencing past events, imagined past actions and results, present a case.

C1/C2 - Report on research, discuss/share ideas, explain and defend your opinion, change, participate in visual conference, facilitate conversation, avoid conflict and add emphasis during negotiation, respond to feedback, avoid direct answers, express dissatisfaction, discuss options and avoid misunderstandings, briefing, reach a formal agreement using formal and emphatic language, discuss difficult issues, use discourse markers, deal with compliments, phrasal verbs and collocations in the international language of projects.

- Réussir un entretien de vente en anglais pour agrandir le chiffre d'affaires de l'entreprise.

A2 – Basic language of selling.

B1 – Sales meeting, building relationships, follow-up emails and calls, sales pitch, successful negotiating.

B2 - Sales meeting, building relationships, follow-up emails and calls, sales pitch, successful negotiating, orders, negotiating styles, active listening, agreeing and disagreeing.

C1/C2 - Sales meeting, building relationships, follow-up emails and calls, sales pitch, successful negotiating, orders, negotiating styles, active listening, agreeing and disagreeing, tenders and bids, terms and conditions, AIDA approach, complaint management with CASH.

Compétence 2

S'exprimer à l'oral en continu en anglais dans le monde professionnel

Communiquer des informations orales en anglais dans une variété d'affirmations, d'interrogations, résumés de conversations brèves et de courts discours afin de pouvoir transmettre les informations pertinentes pour être dans la capacité de répondre à des questions ou partager d'information profondément ainsi démontrant le niveau d'expression de la langue anglaise nécessaire dans un contexte professionnel.

Exemples des attentes professionnels en expression orale (en continu) :

- Présenter son entreprise ou son métier dans une manière qui respecte les valeurs de l'entreprise / du cadre avec du vocabulaire varié et précis ;

A2 – Present your company and your job.

B1 – Talk about yourself, your company and your job/department.responsibilities.

B2 - Talk about yourself, your company and your job/department.responsibilities.

C1/C2 - Talk about yourself, your company and your job/department.responsibilities.

- Faire un discours afin de persuader/motiver ses collègues ou membres d'équipe ;

A2 – Communication strategies adapted to the level.

B1 - Communication strategies adapted to the level.

B2 - Communication strategies adapted to the level.

C1/C2 -Communication strategies adapted to the level.

- Prendre la parole en équipe ou devant quelqu'un, devant un groupe avec confiance ;

A2 – Key communication expressions adapted to the situation and level.

B1 - Key communication expressions adapted to the situation and level.

B2 - Key communication expressions adapted to the situation and level.

C1/C2 Key communication expressions adapted to the situation and level.

- Participer aux discussions formelles / informelles avec confiance et aisance - faire des commentaires, exprimer son point de vue ;

A2 – Key communication expressions adapted to the situation and level.

B1 - Key communication expressions adapted to the situation and level.

B2 - Key communication expressions adapted to the situation and level.

C1/C2 Key communication expressions adapted to the situation and level.

- Exprimer leur accord ou leur désaccord, exprimer leurs réactions et les expliquer.

A2 – Key communication expressions adapted to the situation and level.

B1 - Key communication expressions adapted to the situation and level.

B2 - Key communication expressions adapted to the situation and level.

C1/C2 Key communication expressions adapted to the situation and level.

Compétence 3

Comprendre une communication orale en anglais dans le monde professionnel

Traiter des informations orales en anglais provenant d'une variété d'affirmations, d'interrogations, de conversations brèves et de courts discours émis en anglais afin de pouvoir identifier les informations pertinentes pour être dans la capacité de répondre à des questions ou partager d'information ainsi démontrant le niveau de compréhension de la langue anglaise nécessaire dans un contexte professionnel.

- Participer à une réunion ou un échange en anglais ;
- Transmettre la remontée d'infos etc...

A2 - C1/C2 (adapted to the level) –
Starting a meeting, Stating the objectives, Introductions, Reporting progress, Explaining cause and effect, Interrupting and dealing with interruptions, Asking for comments and contributions, Expressing strong and tentative opinions, Agree in and disagreeing, Responding to offers, Buying time, Taking a vote, Summarizing the results of a meeting, Ending a meeting and thanking participants, Confirming decisions and action points, Follow-up emails.

Compétence 4

S'exprimer à l'écrit en anglais dans le monde professionnel

*Rédiger des documents en anglais en maîtrisant
Des structures grammaticales et un vocabulaire
adapté afin de gérer le traitement, l'organisation et
le partage des informations, poser des questions,
donner des instructions dans un contexte pro.*

- A2 - Present simple, present continuous, past simple, question form, comparisons, present perfect, future will/be going to, passive voice, modal verbs (obligation, permission, necessity, giving advice), first conditional, countable and uncountable nouns, future predictions, second conditional.
- B1 - Present simple vs present continuous, to + infinitive or -ing form of verbs, present perfect vs past simple, comparative forms and modifiers, present tenses for future reference, articles, obligation, prohibition and permission, future (will and be going to), direct and indirect questions, quantifiers, first and second conditionals, superlative forms, relative pronouns, passive forms, past continuous and past perfect.
- B2 - Present simple and continuous, question forms, Present perfect and past simple, present, past and future ability, talking about the future, countability and expressions of quantity, the passive, if clauses, present perfect continuous, phrasal verb word order, future tenses and probability, reporting, narrative tenses, third and mixed conditionals, perfect modals, -ing form or infinitive.
- C1/C2 - All tenses review, expressing attitudes to the past, speculating about future changes, referencing using pronouns, adding emphasis, using adverbs to qualify attitudes, the future in the past, using questions, using conditionals, using the passive, participle clauses and inversion for emphasis and formality, discourse markers

Compétence 5 :

Analyser une communication écrite en anglais dans le monde professionnel.

Lire, comprendre et analyser différents types de documents en anglais afin de partager, traiter et utiliser d'information dans un manière appropriée, montrant sa capacité de compréhension nécessaire en anglais dans un contexte professionnel.

- A2 – Sample emails, technical documents adapted to the client, company and job description.
- B1 - Sample emails, technical documents adapted to the client, company and job description.
- B2 - Sample emails, technical documents adapted to the client, company and job description.
- C1/C2 Sample emails, technical documents adapted to the client, company and job description.