| Α/Α | ΑΝΑΛΥΣΗ ΠΕΡΙΕΧΟΜΕΝΟΥ ΕΝΟΤΗΤΩΝ | ΔΙΑΡΚΕΙΑ (ΩΡΕΣ) |
|---|---|---|
| 1. | **Unit 1: First Meetings (Εναρκτήρια Συνάντηση)** | **1.5** |
| 1 | Introduction of the course and explanation of organization and obligations | |
| 2 | Trainer introduction | |
| 3 | Student introduction/ Ice breaker | |
| 4 | Describe in detail the nature and purpose of Practical Business English | |
| 5 | Introductions: How to Introduce yourself | |
| | Introductions: how to describe current projects | |
| | Introductions: Group Exercise | |
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| **2.** | **Unit 2: First Meetings** | **1.5** |
| 1 | Introductions: Reception | |
| 2 | Introductions: Company Visitors | |
| 3 | Introductions: Group Exercise, Role Play | |
| 4 | Introductions: What do you do? | |
| 5 | Introductions: Making visitors feel welcome | |
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| 3. | **Unit 3: Networking** | 1.5 |
| 1 | Networking: Starting a conversation | |
| 2 | Networking: Active Listening | |
| 3 | Networking: Showing Interest in other people | |
| 4 | Networking: Exchanging information | |
| 5 | Networking: Group Exercise, Role Play | |
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| 4. | **Unit 4: Networking** | 1.5 |
| 1 | Networking: Active Listening | |
| 2 | Networking: Using F.A.C.E. | |
| 3 | Networking: Small talk | |
| 4 | Networking: How to avoid causing offense | |
| 5 | Networking: Group Exercise, Role Play | |
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| **5.** | **Unit 5: Telephoning** | **1.5** |
| 1 | Telephoning: Incoming Calls | |
| 2 | Telephoning: Outgoing calls | |
| 3 | Telephoning: When things go wrong | |
| 4 | Telephoning: Conference arrangements | |
| 5 | Telephoning: Travel Plans | |
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| 6. | **Unit 6: Telephoning** | 1.5 |
| 1 | Telephoning: Cold calling | |
| 2 | Telephoning: Confirming or re-arranging appointments | |
| 3 | Telephoning: Making Complaints | |
| 4 | Telephoning: Dealing with complaints | |
| 5 | Telephoning: Group exercise, Role Play | |
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| 7. | **Unit 7: Meetings 1** | 1.5 |
| 1 | Meetings: Running a face to face meeting | |
| 2 | Meetings: Running a successful meeting: agenda, minutes, control | |
| 3 | Meetings: Setting the agenda | |
| 4 | Meetings: Taking minutes | |
| 5 | Meetings: Keeping control | |
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| 8. | **Unit 8: Meetings 1** | 1.5 |

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| 1 | Meetings: Participating in meetings | |
| 2 | Meetings: Giving your opinion | |
| 3 | Meetings: Group Exercise | |
| 4 | Meetings: Negotiating Agreement | |
| 5 | Meetings: Speaking Group Exercise | |
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| 9. | **Unit 9: Meetings 2** | 1.5 |
| 1 | Meetings: Participating in meetings | |
| 2 | Meetings: Giving your opinion | |
| 3 | Meetings: Group Exercise | |
| 4 | Meetings: Teleconference and video call meetings | |
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| 10. | **Unit 10: Meetings 2** | 1.5 |
| 1 | Meetings: Assigning action points | |
| 2 | Meetings: Group Exercise - Participation | |
| 3 | Meetings: Writing Notes during a meeting | |
| 4 | Meetings: Writing minutes | |
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| **11.** | **Unit 11: Business Writing 1** | **1.5** |
| 1 | Understanding who are the readers | |
| 2 | Understanding structure and organization: Layout for letters and emails, Connecting Sentences | |
| 3 | Understanding Tone: expressions and sentence structure | |
| 4 | Understanding Language: Start, Main, Finish | |
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| 12. | **Unit 12: Business Writing 1** | 1.5 |
| 1 | Writing efficiently | |
| 2 | Putting it all together | |
| 3 | Business Writing: Reports & email | |
| 4 | Business Writing: Group Exercise | |
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| 13. | **Unit 13: Emails 1** | 1.5 |
| 1 | An inquiry by email | |
| 2 | A reply to an inquiry | |
| 3 | A follow up email | |
| 4 | A reply to a follow up email | |
| 5 | **Class activity** | |
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| **14.** | **Unit 14: Emails 2** | **1.5** |
| 1 | Invitations | |
| 2 | Replies to invitations | |
| 3 | Requests | |
| 4 | Acknowledgment of receipt | |
| 5 | Email examples & Practice | |
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| **15.** | **Unit 15: Emails 3** | **1.5** |
| 1 | Elements of an effective document | |
| 2 | Steps for an efficient process | |
| 3 | Email writing tips | |
| 4 | Classroom individual activity | |
| 5 | Layout | |
| 6 | Dates, Times, Prices, Telephone numbers, email addresses | |
| 7 | Practical individual exercise | |
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| **16.** | **Unit 16: Emails 2** | **1.5** |
| 1 | Useful expressions | |

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| 2 | Reminders | |
| 3 | Out of office messages | |
| 4 | Email signatures | |
| 5 | Useful abbreviations | |
| 6 | Key phrases | |
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| **17.** | **Unit 17: Business Writing 2** | **1.5** |
| 1 | Addressing envelopes | |
| 2 | Business writing: Reports | |
| 3 | Assessment questionnaire | |
| 4 | Individual activity | |
| 5 | Key phrases | |
| 6 | Miscellaneous writing activities | |
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| **18.** | **Unit 18: Interviews** | **1.5** |
| 1 | The interviewer | |
| 2 | The candidate | |
| 3 | Carrying out performance reviews | |
| 4 | Persuading your manager | |
| 5 | Useful expressions | |
| 6 | Group Exercise, role play | |
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| **19.** | **Unit 19: Presentations** | **1.5** |
| 1 | Presentation organization: Signpost, signal summarize | |
| 2 | Preparation and delivery | |
| 3 | Dealing with questions and interruptions | |
| 4 | Presentation style | |
| 5 | FAB approach | |
| 6 | Voice and Visuals | |
| 7 | Saying no politely | |
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| 20. | **Unit 20: Negotiations (Καταληκτική Συνάντηση)** | 1.5 |
| 1 | International Negotiations | |
| 2 | 5 stages of negotiation | |
| 3 | Negotiation styles | |
| 4 | Closing negotiations | |
| 5 | Group activity, Role play | |
| 6 | Summary, Closing discussion and Questionnaire | |
| | ΣΥΝΟΛΟ | 30 |

| **Α/Α** | **Ημερομηνία** | **Ώρες Εφαρμογής** | **Διάρκεια (σε ώρες)** | **Περιεχόμενο** |
|---|---|---|---|---|
| 1 | 15/02/2021 | 18.30 – 20.00 | 1.5 | UNIT 1 |
| 2 | 17/02/2021 | 18.30 – 20.00 | 1.5 | UNIT 2 |
| 3 | 22/02/2021 | 18.30 – 20.00 | 1.5 | UNIT 3 |
| 4 | 24/02/2021 | | 1.5 | UNIT 4 |

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|---|---|---|---|---|
| | | 18.30 – 20.00 | | |
| 5 | 01/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 5 |
| 6 | 03/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 6 |
| 7 | 08/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 7 |
| 8 | 10/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 8 |
| 9 | 15/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 9 |
| 10 | 17/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 10 |
| 11 | 22/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 11<br>. |
| 12 | 24/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 12 |
| 13 | 29/03/2021 | 18.30 – 20.00 | 1.5 | UNIT 13 |
| 14 | 31/04/2021 | 18.30 – 20.00 | 1.5 | UNIT 14 |
| 15 | 05/05/2021 | 18.30 – 20.00 | 1.5 | UNIT 15 |
| 16 | 07/05/2021 | 18.30 – 20.00 | 1.5 | UNIT 16 |
| 17 | 12/05/2021 | 18.30 – 20.00 | 1.5 | UNIT 17 |
| 18 | 14/06/2021 | 18.30 – 20.00 | 1.5 | UNIT 18 |
| 19 | 19/05/2021 | 18.30 – 20.00 | 1.5 | UNIT 19 |
| 20 | 21/05/2021 | 18.30 – 20.00 | 1.5 | UNIT 20 |