



## PROGRAMMA SVOLTO DAL DOCENTE DISCIPLINARE

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| <b>ANNO SCOLASTICO:</b> | <b>2022/2023</b>   |
| <b>CLASSE:</b>          | <b>4BR</b>   |
| <b>DISCIPLINA:</b>      | <b>LINGUA INGLESE</b>  |
| <b>DOCENTE:</b>         | <b>VALERIA VECCHI</b>  |
| <b>TESTI IN USO:</b>    | <b>G. Zani, A. Ferranti, A. Phillips, <i>Your Business Partner</i>,<br/>A Education – Minerva Scuola<br/>F. Invernizzi, D. Villani, S. Mastrantonio, <i>Grammar Matrix</i>, Helbling<br/>Languages</b> |

### PROGRAMMA DETTAGLIATO

#### I QUADRIMESTRE

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,  
A Education – Minerva Scuola: Units 1, 2, 3, 4 (Business communication)**

#### **Competences**

##### 1. WRITTEN COMMUNICATION

- Knowing the rules and the expressions for business emails and letters
- Identifying the parts of a business letter or email
- Writing memos
- Filling in forms

##### 2. ORAL AND VISUAL COMMUNICATION

- Talking and interacting on the phone
- Taking phone messages
- Participating in conference calls and in meetings
- Agreeing and disagreeing in meetings
- Introducing yourself and other people
- Using visual communication and describing trends

##### 3. LOOKING FOR A JOB

- Reading job advertisements
- Talking about jobs
- Preparing a CV in the European format
- Writing a letter of application
- Interacting in a job interview

##### 4. ENQUIRIES, REPLIES AND OFFERS

- Describing the phases of a business transaction
- Making first contacts in business
- Understanding and replying to enquiries
- Requesting services and quotations
- Writing offers, quotations and replying to offers
- Contacting customers by phone
- Acknowledging orders



## Topics/Contents

### 1. WRITTEN COMMUNICATION

Trends in written communication, Emails, Email netiquette, Business letters, Memos and forms

### 2. ORAL AND VISUAL COMMUNICATION

Telephone calls, Face-to-face communication, Visual communication

### 3. LOOKING FOR A JOB

Job advertisements, Curriculum vitae – European format, Making an application, Job interview

### 4. ENQUIRIES, REPLIES AND OFFERS

Steps in a business transaction, First contacts in business, Understanding/Replying to enquiries, Requests for services, Quotations via the Web, Telephone enquiries, Negative replies, Unsolicited offers

## **G. Zani, A. Ferranti, A. Phillips, *Your Exam Partner*, A Education – Minerva Scuola**

Dalla sezione *Reading for business*:

- Job factors that matter the most to millennials
- 5 Out-of-the-box ways to motivate employees
- Smart working and companies 2.0
- Teambuilding trends
- How to use crowdfunding for small businesses
- Apple's famous first business plan - the key to its future success
- What will the successful business look like in 20 years?
- Effective partnerships drive innovation

### ➤ **Percorso extra di approfondimento**

Partendo dalle situazioni specifiche di comunicazione commerciale affrontate, è stata sviluppata una più ampia riflessione sull'atto del comunicare, soprattutto per quanto riguarda le complessità legate alla diversità. A questo scopo, è stata proposta la visione in lingua originale del film *Children of a Lesser God* (Randa Haines, 1986) e sono stati forniti materiali di riferimento sulle diverse forme di comunicazione. Il percorso si è sviluppato con rielaborazione dei contenuti tramite attività di gruppo in forma di *cooperative learning*, e si è concluso con restituzione dei lavori in sede di verifica orale.

### ➤ **Potenziamento dell'abilità listening: utiizzo della piattaforma ELLLO**

## **Progetto "Musica e lingue per l'inclusione" – parte 1: 3 interventi**

- Illustrazione obiettivi del percorso e presentazione del primo esempio: Simon & Gerfunkel, *The Sound of Silence* (ascolto della canzone e riflessione su musica e testo - circle time); considerazioni sul linguaggio specifico del testo poetico (poetry, poem, stanza, line, language devices: oxymoron, rhyme).

- Ascolto emozionale (assumendo la postura e la posizione preferita nell'aula): J.S. Bach, *Double violin Concerto in D minor 2nd movement - Largo*. Ascolto e riflessione sulle emozioni suggerite, anche in relazione allo stesso brano presente nel film visto, *Children of a Lesser God* (in che posizione il protagonista ascolta musica e perché). Raccolta di proposte di ascolto musicali, su richiesta della classe, in vista dei prossimi incontri del progetto. Condivisione scheda tecnica "Descriptive Words for Music".

- Partendo dalle proposte di ascolto espresse dagli studenti, ascolto e riflessione (circle time): Ultimo, *Buongiorno vita*. Riflessione sui collegamenti tra le parole indicate nella presentazione "Songs and keywords" e i brani musicali ascoltati nei primi tre incontri.

(Ogni attività si è svolta utilizzando sempre la lingua inglese e i materiali condivisi nella piattaforma Classroom)

## **II QUADRIMESTRE**

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,  
A Education – Minerva Scuola: Units 5, 6, 7, 8 (Business Communication)**

### **Competences**

#### **5. ORDERS**

- Placing orders
- Dealing with order forms
- Sending an invoice
- Filling in an online order form
- Completing and writing orders, modifying and cancelling orders

#### **6. MANAGING PAYMENTS**

- Knowing the different methods of payment
- Asking for open accounts terms
- Sending a statement of account
- Notifying about errors
- Issuing late payment reminders
- Asking for an extension of credit

#### **7. SENDING GOODS AND COVERING RISKS**

- Knowing the different transport documents
- Contacting a carrier
- Describing packing
- Understanding warnings for handling goods
- Taking out insurance cover

#### **8. CUSTOMER CARE**

- Writing complaints and replies to complaints
- Understanding telephone complaints
- Following the LAST rule when dealing with complaints

### **Topics/Contents**

#### **5. ORDERS**

Placing orders, Order forms, Online orders, Acknowledging orders, Sending an invoice, Modifying an order, Buyer/Seller cancelling an order

#### **6. MANAGING PAYMENTS**

Making payments by bank transfer or letter of credit, Asking for open account terms, Sending a statement of account, Notifying the seller of a mistake, Issuing late payment reminders, Asking for an extension of credit

#### **7. SENDING GOODS AND COVERING RISKS**

Transporting goods and transport documents, Contacting a carrier, Packing and warnings for handling goods, Road and rail transport: the consignment note, Sea transport: the bill of lading, Air transport: the air waybill, Issuing an insurance certificate, Sending advice of shipment

#### **8. CUSTOMER CARE**

Complaints and replies to complaints, Complaint concerning wrong goods, Complaint concerning goods not up to sample, Complaint concerning a delay in delivery, Complaining and replying to a complaint

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,  
A Education – Minerva Scuola: Units 1, 2, 3 (Business theory)**

### **Competences**

#### **1. THE FRAMEWORK OF BUSINESS**

- Discussing the predominance of the tertiary sector

- Identifying materials and human resources employed to produce an everyday object
- Recognising the impact of digitalisation on businesses

## 2. HOME AND INTERNATIONAL TRADE

- Distinguishing import and export, visible and invisible goods

## 3. BUSSINESS ORGANISATIONS

- Listening to an interview on pros and cons of being a sole trader
- Finding out about roles in a limited company

### Topics/Contents

#### 1. THE FRAMEWORK OF BUSINESS

The production process, The factors of production, Commerce and trade, Distribution channels, The impact of digital technologies on business, The five components of digital transformation, Building the green economy

Case study. Airbnb: the story behind the \$1.3bn room-letting website

#### 2. HOME AND INTERNATIONAL TRADE

The contract of sale, Import/Export, Visible and invisible trade, The balance of trade and the balance of payments, Trade restrictions, Customs procedures, INCOTERMS

Case study. Newcastle seed business flourishes thanks to exporting

#### 3. BUSSINESS ORGANISATIONS

Private and public enterprises, Sole traders, Partnerships, Limited companies, Cooperatives, Multinationals, How businesses grow, Franchising, Startups, Public enterprises in the UK

Case study. Clarks: a family-owned private limited company

### **G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*, A Education – Minerva Scuola: Unit 1 (Culture)**

### Topics/Contents

#### 1. GEOGRAPHY

- The British Isles
- The land and its climate
- British towns and cities
- Tourism in Britain
- London
- The United States of America
- Climate
- Four main regions
- Outlying states
- Messages from three American cities

### **G. Zani, A. Ferranti, A. Phillips, *Your Exam Partner*, A Education – Minerva Scuola**

Dalla sezione Reading for business:

- A rapid change in how we shop
- Eight key innovations that will transform the supply chain & logistics industry
- Hacker for fun: the adventures of Kevin Mitynick
- e-Choupal - Empowering Indian farmers via the Internet

Dalla sezione Towards INVALSI:

La prova Invalsi di inglese (esempi di esercitazioni dei livelli B1 e B2)

- **Lecture, attraverso siti Internet dedicati, sull'economia del Regno Unito e degli Stati Uniti d'America.**

**Progetto “Musica e lingue per l’inclusione” – parte 2: 7 interventi**

- Condivisione materiali tecnici e file su preferenze musicali della classe.
  - Ascolto della canzone *Via di qua*, JAX ft. Mr Rain: idea di condividere qualcosa che piace e coinvolgere il più possibile gli altri con le tue parole; indicazione del titolo dell'attività che chiuderà il percorso: "My favourite sound for you".
  - Attività di ricerca (lavoro individuale o a coppie) e rielaborazione (utilizzo di link e file precedentemente condivisi) in vista della restituzione finale.
  - Restituzione/verifica orale finale.
- (Ogni attività si è svolta utilizzando sempre la lingua inglese e i materiali condivisi nella piattaforma Classroom)

La Docente

prof.ssa Valeria Vecchi

(firma autografa sostituita a mezzo stampa)