

4. When relaxing, do you sit with.....?
 - (a) your knees bent and your legs neatly side by side?
 - (b) your legs crossed?
 - (c) your legs stretched out or straight?
 - (d) with one leg curled under you?
5. When something really amuses you, how do you react? Do you give.....?
 - (a) a big , appreciative laugh?
 - (b) a laugh, but not a loud one?
 - (c) a quiet chuckle?
 - (d) a big smile?
 - (e) a slow smile?
6. When you go to a party or social gathering, do you.....?
 - (a) make a loud entrance so everyone notices you?
 - (b) make a quieter entrance, looking around quickly for someone you know?
 - (c) make the quietest possible entrance and try to stay unnoticed?
7. You are working hard, concentrating hard. You're interrupted.
Do you.....?
 - (a) welcome the break?
 - (b) feel extremely irritated?
 - (c) vary between these two extremes?
8. Which of the following colors do you like **most**?
 - (a) Red or orange.
 - (b) Black.
 - (c) Yellow or light blue.
 - (d) Green.
 - (e) Dark blue or purple
 - (f) White
 - (g) Brown, gray, or violet.

9. When you are in bed at night, in those last few moments before going to sleep, do you lie.....?

- (a) stretched out on your back?
- (b) stretched out face down on your stomach?
- (c) on your side, slightly curled?
- (d) with your head on one arm?
- (e) with your head under the covers?

10. Do you often dream that you are.....?

- (a) falling?
- (b) fighting or struggling?
- (c) Searching for someone or something?
- (d) flying or floating?
- (e) Or do you usually have a dreamless sleep?
- (f) Or do you have pleasant dreams?

From: Great ideas; Listening and speaking activities for students of American English.

Lee Jones and Victoria Kimbrough. Cambridge University Press.

Scoring your own quiz

Points:

1.(a) 2	3.(a) 4	5.(a) 6	7.(a) 6	9.(a) 7	10.(a) 4
(b) 4	(b) 2	(b) 4	(b) 2	(b) 6	(b) 2
(c) 6	(c) 5	(c) 3	(c) 4	(c) 4	(c) 3
2.(a) 6	(d) 7	(d) 5	8.(a) 6	(d) 2	(d) 5
(b) 4	(e) 6	(e) 2	(b) 7	(e) 1	(e) 6
(c) 7	4.(a) 4	6.(a) 6	(c) 5		(f) 1
(d) 2	(b) 6	(b) 4	(d) 4		
(e) 1	(c) 2	(c) 2	(e) 3		
	(d) 1		(f) 2		
			(g) 1		

Add the total number points

If you get over 60 points:

Others see you as someone they should "handle with care" You are seen as vain, self-centered, and extremely dominant. Others may admire you and wish they could be more like you, but they don't always trust you and hesitate to become too deeply involved with you.

If you get from 51-60 points:

Your friends see you as an exciting, highly volatile, rather impulsive personality; a natural leader, quick to make decisions (though not always the right ones). They see you as bold and venturesome, someone who will try anything-well, almost anything-once; someone who takes a chance and enjoys an adventure. They enjoy being in your company because of the excitement you radiate.

If you get from 41-50 points

Others see you as fresh, lively, charming, amusing, and always interesting; someone who is constantly the center of attention, but sufficiently well-balanced not to let it go to your head. They see you also as kind, considerate, and understanding; someone who will cheer them up or help them out.

If you get from 31-40 points

Other people see you as, sensible, cautious, careful, and practical. They see you as clever, gifted, or talented, but modest. Not a person who makes friends too quickly or too easily, but someone who is extremely loyal to the friends you do make and who expects the same loyalty in return. Those who really get to know you realize that it takes a lot to shake your trust in your friends, but, equally, that it takes you a long time to get over it if that trust is shaken.

If you get from 21-30 points

Your friends see you as painstaking, perhaps a little too fussy at times. They see you as very, very cautious and extremely careful, a slow and steady plodder. It would really surprise them if you ever did something impulsively or on the spur of the moment. They expect you to examine everything carefully from every side and then, usually, decide against it. They think this reaction on your part is caused partly by your careful nature and partly by laziness.

If you have under 21 points

People think you are shy, nervous, and indecisive, someone who needs to be looked after, who always wants someone else to make the decisions and who doesn't want to get involved with anyone or anything. They see you as a worrier, who sees problems that don't exist. Some people think you are boring. Only the people who know you well know that you aren't. The trouble is that you don't let very many people get close to you.

.....

Module Two

Reading English Newspaper
For Basic Education Administrators

Objectives

By the end of module, participants will be able to:

1. read and check various types of newspaper articles.
2. read newspapers for areas of interest.

Contents

1. Types of news
2. Main elements of a newspaper
3. Tips to improve your reading skill

Time: 5 hours

Activities

No	Activities	Time (min.)	Type of activity	Instructional media
1	Activity 1: Matching types of news	30	Individual	worksheet 1
2	Activity 2: Before you begin	40	Lecture	worksheet 2
3	Activity 3: What is a newspaper?	40	Individual/ Whole group	handout 1 PPT worksheet 3
4	Activity 4: The classified section of a newspaper	40	Pair work	worksheet 4
5	Activity 5: Main elements of a news article	40	Lecture	handout 2 PPT
6	Activity 6: Headline news	40	Individual/ Whole group	worksheet 5
7	Activity 7: News article quiz	30	Pair work	worksheet 6
8	Activity 8: Tips to improve your reading skill	40	Lecture	handout 3 PPT
Remarks : 5 hours				

2. Detailed plan for the activity

Activity 1: Types of news. Match the meaning to the news types.

- | | |
|------------------------------------|---|
| 1.ข่าวในประเทศ | a. Politics News |
| 2.ข่าวภูมิภาค | b. Crime News |
| 3.ข่าวรอบโลก | c. Sports News |
| 4.ข่าวธุรกิจและการตลาด | d. Business and Marketing News |
| 5.ข่าวกีฬา | e. World News |
| 6.ข่าวชาวบ้าน | f. Science News |
| 7.ข่าวการเมือง | g. Local News |
| 8.ข่าววิทยาศาสตร์ | h. General News |
| 9.ข่าวสิ่งแวดล้อมและภัยพิบัติ | i. Education News |
| 10.ข่าวอาชญากรรม | j. Regional News |
| 11.ข่าวสังคมและบันเทิง | k. Insurance News |
| 12.ข่าวการศึกษา | l. Environment and Disaster News |
| 13.ข่าวต่างประเทศ | m. International News |
| 14.ข่าวโฆษณา | n. Classified Advertisement News |
| 15.ข่าวประกันสังคม | o. Social Activities and Entertainment News |



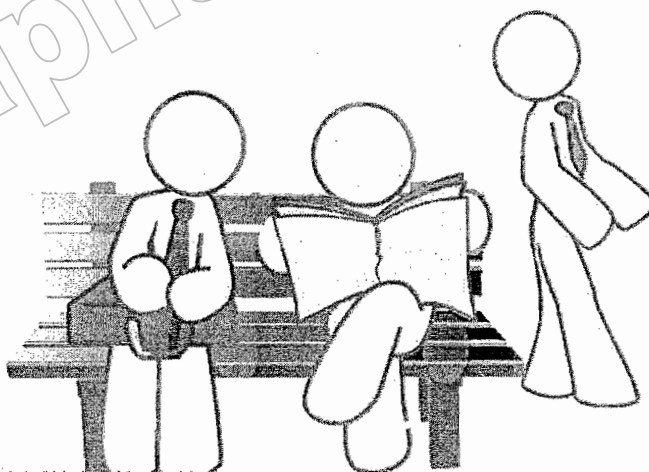
The answer: 1. g 2. j 3. e 4. d 5. c 6. h 7. a 8. f 9. l 10. b 11. o 12. i 13. m 14. n 15. k

Activity 2: Before You Begin

You are going to study a bit about the way newspaper articles are written. First, find out what you already know about the news. Read each of the following statements, and decide whether or not you agree with it. In the space provided, write 'T' for true, or 'F' for false.

- _____ 1. News articles are only written about disasters, wars, and other catastrophic events.
- _____ 2. Newspapers print articles that are of interest to readers.
- _____ 3. News articles can use quotes and opinions from witnesses and observers.
- _____ 4. News articles are error-proof.
- _____ 5. If the information is not in the 'lead', or introductory, paragraph, it is not important.
- _____ 6. The purpose of news articles is to inform, not to entertain.
- _____ 7. News articles are not enjoyable to read.
- _____ 8. The lead of a news article answers the 5w-1h questions.
(who, what, when, where, why, and how)
- _____ 9. The style of a news article is narrative, like a story.
- _____ 10. News articles contain dialogue.
- _____ 11. News articles often contain imaginative details or elements of fantasy.
- _____ 12. A caption is a short piece of text which contains a summary of a news article.
- _____ 13. All news articles are accompanied by pictures.
- _____ 14. 'Headings' or 'headlines', are long, detailed, complete sentences.

- _____ 15. Locations that are well known do not have to include state names.
- _____ 16. If news articles have mistakes, corrections have to be published.
- _____ 17. A news article can sometimes be made up of only a lead paragraph, and still adequately cover the information.
- _____ 18. News articles use a lot of descriptive language.
- _____ 19. News articles basically follow the same structure as an essay because they are both informative.
- _____ 20. The skills and techniques used to write news articles, which are non-fiction, and stories, which are fiction, are completely different.



Activity 3: What Is a Newspaper?

A newspaper is a publication that is issued daily or weekly and includes local and international news stories, advertisements, announcements, opinions, cartoons, sports news and television listings. It is an important method of letting the public know everything that is happening in their local area and around the world. Even with the advancements in computer technology, newspapers continue to be an important aspect of everyday life. It is important to know the sections of the newspaper and what information each one contains. The front page has the most important stories of the day. Each story has its own "headline" and a "by-line" giving the name of the reporter who wrote the story. Every newspaper story has to answer the following questions:

5Ws Who? - who is the story about?

What? - what is the story about?

Where? - where does the story take place?

When? - when does the story take place?

Why? - why is this happening? (This is not always possible to answer)

H How? - how this story happened.

Although every news story cannot fit into a formula, there is a certain structure that is fairly common of all news stories.

1. The first paragraph gives the answers to the most important of the 5 W's and H. The second paragraph tells the rest of the 5 Ws if they were not included in the lead.

2. The rest of the paragraphs elaborate on the information given in the opening and gives more information and details.

3. Background information is included if it is giving new information to a story that had been printed previously in the newspaper. Sometimes it gives information which is necessary to understand the story.

4. A quotation or a statement about the news story is often included in order to explain the importance of the story.

5. Details are provided about the story and are organized into paragraphs. Each paragraph provides one aspect of the story and the details are arranged in order of importance.

Answer each of the following questions:

1. Why are newspapers still important to people?

2. What sections are included in a newspaper?

3. What are the main questions a news story must answer?

Answers:

What Is a Newspaper?

1. They can get the local and international news as well as sports and TV listings without having to connect to the Internet or watch commercials.
2. The newspaper includes local and international news, advertisements, announcements, opinions, cartoons, sports news and television listings.
3. The main questions are Who? What? When? Where? Why? and How?

Activity 4: The classified section of a newspaper

The classified section of a newspaper is where ads are placed. People who want to apply for a job, buy a house, or make any other similar transaction are very interested in this section. Anyone who has articles to sell or a position they wish to advertise can purchase space in this section. The cost of placing an ad in the newspaper is usually determined by the number of words in the ads. Big companies can purchase whole pages or part of a page for a price. This is one of the ways newspapers make money. Read the following ads and explain what is being sold.

Fashionable Fabrics

555 -1555

Hairpin Drive, Mountainview

We are pleased to offer the best selection

competitive pricing

and a friendly and knowledgeable staff.

Offering great deals on

quilting cottons, Christmas prints, bridal fabrics, drapery upholstery, polar fleece, and cross stitch supplies.

Check out our weekly "in store" specials

We ship anywhere by ground mail.

1. What is being sold? _____

2. Is there any information not included in this ad that you think should be there? What is it?

3. Suppose the cost of advertising in the newspaper was: \$10.00 for the first 10 words and 9¢ a word for every word after, how much would it have cost to place this ad in the newspaper?

4. Write a newspaper ad in which you would like to sell: 10 novels at \$2.00 each.

5. At the rate given in #2, how much would it cost you to place your ad in the newspaper?

Answer: Ads

1. This ad is selling material which can be used to make quilts, clothes or any other crafts.
2. It doesn't give any idea of how much the material costs or any examples of their "in store" specials.
3. \$10.00 for the first 10 words and 9 cents a word for 33 words = \$10.00 + 2.97 = \$12.97
4. & 5. will vary

Activity 5: Main Elements of a News Article

There are certain elements that are common to almost all articles that you will read in the newspaper or find on the Internet. The following list explains the five major components, or parts, of a news article.

- **Headline (Heading)**

The headline is the title of the news article. The headline should be short, does not include a lot of detail, and should catch the readers' attentions. It is normally not a complete sentence, and tries to summarize the main idea or subject of the article. It is often printed in larger letters than the rest of the article, and the major words are capitalized.

- **Byline**

This line tells who is writing the article. It may also include the address of the author and the publication or news source for which he or she writes.

- **Location**

This is usually placed at the beginning of the article in bold print. If the city or location is well-known, the name can be written alone, but if the city is less famous, more information is included. For example, the byline of an article written in Atlanta, Georgia would read '*Atlanta*', while an article from Leary, Georgia would have to include the name of the state.

- **Lead Paragraph(s)**

The lead paragraph is found at the beginning of the article. The lead briefly answers the questions “who”, “what”, “when”, “why”, “where”, and “how”. The ‘skeleton’ of the story can be found here.

- **Supporting Paragraph(s)**

These are the paragraphs which follow the lead. They develop the ideas introduced by the lead, and give more information in the form of explanations, details, or quotes. In many newspapers, these paragraphs are found on subsequent pages.

Activity 6: Headline News

Match the headline with the correct lead paragraph.

- Language Arts Strikes a Pose
- Santa’s Clause isn’t Complete
- Capital of Letter is Lost
- Reading Turns to Writing
- Sentences Use Incorrect Language

.....Officials in the town of Letter were panicked last week to discover that a large portion of their funds for the coming year are missing. “We received the monthly statement from the bank, and the money just isn’t there,” stated city councilor Ellen Lathem. The money was raised by local residents, and was destined to be used to build a new swimming pool. “It goes without saying, without the capital we can’t build the pool,” mourned fellow councilor David Rosenthal. An investigation has been launched to track down the missing money.

.....Dozens of parents led their toddlers away from Lafayette mall on Sunday, disappointed by the absence of Santa Claus. The mall had hired Peter Volcek to play the part of the jolly holiday figure, but at the last minute, were informed that building codes did not permit the construction of the temporary 'Santa Land' stage. Several children expressed concern about Santa's health, and were reassured by mall officials that, "Santa is fine, he's just taking a break." The absence of Santa is a serious setback for the mall, which opened only last week.

.....Mr. Jordan Bates, an English teacher at Kennedy High School, is the star of the newest exhibit at the local art museum. The exhibit is entitled "Teachers on the Weekends," and features photographs of teachers fishing, having picnics, and doing grocery shopping. Ms. Sandra Graham, the artist who prepared the show, was unavailable for comment.

.....George Smallton, the editor of the Jonesbury Times, was shocked to see his paper Tuesday morning. Since he had last seen it Monday night, something very strange had happened: the paper had switched languages. Headlines that had read "New School in Town" now read "Neue Schule in der Stadt." Mr. Smallton has apologized to the community for the confusion, and has promised to work hard to discover the cause of the mix-up.

.....The residents of the small town of Reading, Any state, are tired of waiting for the state to fund road repairs. Irritated at being forgotten in the capital, the inhabitants have started a letter writing campaign. Sent to the governor and the state legislators, the letters describe the terrible condition of the Reading roads, and request money to fix them. "If they won't pay attention to us, we'll just have to make them!" explained local resident Margaret Hickman.

Activity 7: News Article Quiz

1. Decide if the following statements are true or false. Write 'T' or 'F' on the line provided.

- _____ 1. The purpose of news articles is to report events in a factual manner.
- _____ 2. News articles aim to be subjective, or biased.
- _____ 3. News articles print what is of interest to the general public.
- _____ 4. A news article normally does not include a lead paragraph.
- _____ 5. The first paragraph of a news article gives descriptive details and often includes quotes from eyewitnesses.
- _____ 6. The headline of a news article is usually a descriptive sentence which gives details about an event.
- _____ 7. A lead answers the questions 'who', 'what', 'when', 'why', 'where', and 'how'.
- _____ 8. News articles use descriptive, vivid language intended to appeal to the reader's imagination.

II. Match the parts of a news article to their descriptions.

headline	byline	location	lead	supporting	paragraphs
----------	--------	----------	------	------------	------------

_____ 1. Gives the name of the author, or the publication that employs the author.

_____ 2. Paragraph or paragraphs which briefly answer the 5w-1h questions and inform the reader of the main details of the news article.

_____ 3. A short, 'catchy' summary of the main idea of the news article.

_____ 4. Paragraph or paragraphs which give supporting details in the form of quotes, or explanations.

_____ 5. Tells where the event took place.

Answer:

I. 1. true 2. false 3. true 4. false 5. false

6. false 7. True 8. false

II.

1. byline 2. lead 3. headline 4. supporting paragraphs 5. location

10 Tips to Improve Your Reading Skills

In the modern age of information, reading truly is a fundamental survival skill. Here are ten tips that anyone can use to improve their reading skills:

1. You don't have to be a great reader to get the point. Some people read fast and remember everything. Others read slowly and take a couple of times to get all the information. It doesn't matter, really, so long as when you read, you get the information you're seeking.
2. Know WHY you're reading. Are you reading for entertainment or to learn something? Decide why you're reading before you start and you'll greatly improve your comprehension and your enjoyment.
3. You don't need to read everything. Not every magazine, letter, and email you receive contains information you need. In fact, most of it is simply junk. Throw it away, hit the delete key! Just doing this will double the amount of time you have available to read.
4. You don't need to read all of what you DO read. Do you read every article of every magazine, every chapter of every book? If so, you're probably spending a lot of time reading stuff you don't need. Be choosy: select the chapters and articles that are important. Ignore the rest.
5. Scan before you read. Look at the table of contents, index, topic headers, photo captions, etc. These will help you determine if, a) you have a real interest in this reading, and b) what information you're likely to get from it.

6. **Prioritize your reading.** You can't read everything all at once (and wouldn't want to). If it's important, read it now. If it's not, let it wait.

7. **Optimize your reading environment.** You'll read faster and comprehend more if you read in an environment that's comfortable for you.

8. **Once you start, don't stop!** Read each item straight through. If you finish and have questions, go back and re-read the pertinent sections. If you don't have questions, you got what you needed and are ready to move on.

9. **Focus.** Remember, you're reading with a purpose, so focus on that purpose and the material. If you lose interest or keep losing your place, take a break or read something else. You can keep track of where you are by following along with your hand. This simple technique helps you focus and increase your concentration.

10. **Practice!** The more you read, the better reader you'll become (and smarter, too)! So, feed your mind: read!



Module Three

English used in Meetings

For Basic Education Administrators

Objectives

By the end of module, participants will be able to:

1. participate in a meeting appropriately.
2. identify some differences between Thai and Western culture.
3. Participate in a meeting confidently.

Contents

1. Vocabulary often used in meetings
2. Preparing for a meeting

Time: 7 hours

Activities

No	Activities	Time (min)	Type of activity	Instructional media
1	Activity 1: Discussions	40	Individual/ Whole group	worksheet 1
2	Activity 2: Vocabulary often used in meetings	60	Lecture	handout 1 PPT
3	Activity 3: Vocabulary quiz	30	Individual/ Whole group	worksheet 2
4	Activity 4: Preparing for a meeting	40	Pair work	Handout 2 PPT
5	Activity 5: Opening a meeting	40	Lecture	handout 3 PPT
6	Activity 6: Following the agenda	40	Individual/ Whole group	handout 4 PPT
7	Activity 7: Closing a meeting	40	Pair work	handout 5 PPT
8	Activity 8: Self assessment test	30	Lecture	Test
Remarks: 7 hours				

Activity 1: Discussions

Discussion: A Read this list of customs in Canada and the U.S. Are they the same or different in Thailand? Compare answers with a partner.

Customs in Canada and the U.S	Same	Different
1. People are usually punctual for appointments. In fact, most people arrive slightly early.
2. The Meetings are friendly, but even so, there isn't much socializing beforehand.
3. Lunch is usually a fairly light meal that doesn't last long.
4. Both men and women shake hands when introduced.
5. It's common to ask people you meet what kind of work they do.
6. Many people eat dinner early in the evening, around 6:00 p.m.
7. People generally talk quite a bit while they're eating dinner.
8. It's not uncommon for couples to display affection in public.
9. When invited to someone's home, you're not necessarily expected to bring a gift. Even so, something small, such as flowers or dessert, is always appreciated.
10. Most people open gifts as soon as they receive them.

B. Pair work: Discuss the customs in A. that are not the same in Thai culture. How do you think they would affect visitors to our country?

.....

.....

.....

.....

Activity 2: Vocabulary Often used in Meetings

Word Part of speech	Meaning	Example Sentence
absent adj.	not present	The vice president is absent due to unforeseen circumstances.
accomplish verb	succeed in doing	We have a lot to accomplish today, so let's begin.
address verb	deal with; speak on	I hope we do not have to address this matter again in the future.
adjourn verb	close a meeting	If there are no further comments, we will adjourn the meeting here.
agenda noun	list of objectives to cover in a meeting	Please forward the agenda to anyone who is speaking at the meeting.
AGM noun(abbr.)	Annual (yearly) General Meeting	We always vote for a new chairperson at the AGM.
allocate verb	assign roles/tasks to certain people	I forgot to allocate someone to bring refreshments.
AOB noun(abbr.)	Any Other Business (unspecified item on agenda)	The last item on the agenda is AOB.
apologies noun	item on agenda announcing people who are absent; apologies for absence	Everyone is present today, so we can skip the apologies.
ballot noun	a type of vote, usually in writing and usually secret	Please fold your ballot in half before you place it in the box.

Word Part of speech	Meaning	Example Sentence
board of directors <i>noun</i>	group of elected members of an organization/company who meet to make decisions	The board of directors meets once a month to discuss the budget.
boardroom <i>noun</i>	a large meeting room, often has one long table and many chairs	The boardroom is reserved for a managers' meeting, so we'll have to meet in the lounge.
brainstorm <i>verb</i>	thinking to gather ideas	Let's take a few minutes and brainstorm some ways that we can cut costs.
casting vote <i>noun</i>	deciding vote (usually by the chairman) when the votes are otherwise equal	The role of treasurer was decided based on the chairman's casting vote .
chairperson/ chair <i>noun</i>	the person who leads or presides at a meeting	As chair , it is my pleasure to introduce to you, Mr. Allan Davis.
clarification/ verification <i>noun</i>	explanation/proof that something is true/understood	Before we address this matter, I'll need some clarification as to who was involved.
closing remarks <i>noun</i>	last thoughts spoken in a meeting (i.e. reminders, thank yous)	I just have a few closing remarks and then you will all be free to go.
collaborate <i>verb</i>	work together as a pair/group	The board fell apart because the members had difficulty collaborating .

Word Part of speech	Meaning	Example Sentence
commence verb	begin	We will commence as soon as the last person signs the attendance sheet.
comment verb or noun	express one's opinions or thoughts	If you have a comment, please raise your hand rather than speak out.
conference noun	formal meeting for discussion, esp. a regular one held by an organisation	Before the conference there will be a private meeting for board members only.
conference call noun	telephone meeting between three or more people in different locations	Please make sure I have no interruptions while I'm on the conference call.
confidential adjective	private; not to be shared	Any financial information shared during this meeting should be kept confidential.
consensus noun	general agreement	If we cannot come to a consensus by the end of the meeting we will put it to a vote.
deadline noun	due date for completion	The deadline for buying tickets to the conference is May 25th.
designate verb	assign	If no one volunteers to take the minutes I will be forced to designate someone.

Word Part of speech	Meaning	Example Sentence
formality noun	a procedure (often unnecessary) that has to be followed due to a rule	Everyone knows who is going to be the next vice president, so this vote is really just a formality.
grievance noun	complaint	The first item on the agenda relates to a grievance reported by the interns.
guest speaker noun	person who joins the group in order to share information or deliver a speech	I am delighted to welcome our guest speaker Holly, who is going to be offering some sales pitch tips.
implement verb	make something happen; follow through	It's not a question of whether or not we're going to use this idea, it's whether or not we know how to implement it.
mandatory adjective	required	It is mandatory that all supervisors attend Friday's meeting.
minutes noun	a written record of everything said at a meeting	Before we begin with today's meeting, let's quickly review the minutes from last month.
motion noun	a suggestion put to a vote	The motion to extend store hours has been passed.
objectives noun	goals to accomplish	I'm pleased that we were able to cover all of the objectives today within the designated time.

Word Part of speech	Meaning	Example Sentence
opening remarks <i>noun</i>	chairperson or leader's first words at a meeting (i.e. welcome, introductions)	As I mentioned in my opening remarks , we have to clear this room before the end of the hour.
overhead projector <i>noun</i>	machine with a special light that projects a document onto a screen or wall so that all can see	I'm going to put a pie chart on the overhead projector so that everyone can visualize how our profits have declined.
participant <i>noun</i>	person who attends and joins in on an event	Can I have a show of hands of all of those who were participants in last year's conference?
proxy vote <i>noun</i>	a vote cast by one person for or in place of another	There must have been one proxy vote because I count twelve ballots but only eleven attendees.
punctual <i>adjective</i>	on time (not late)	Firstly, I want to thank you all for being punctual despite this early meeting.
recommend <i>verb</i>	suggest	I recommend that you sit closer to the front if you have trouble hearing.
show of hands <i>noun</i>	raised hands to express an opinion in a vote	From the show of hands it appears that everyone is in favour of taking a short break.
strategy <i>noun</i>	plan to make something work	We need to come up with a strategy that will allow us to have meetings less frequently.

Word <i>Part of speech</i>	Meaning	Example Sentence
unanimous <i>adj</i>	in complete agreement; united in opinion	The vote was unanimous to cut work hours on Fridays.
vote <i>verb or noun</i>	to express (the expression of) an opinion in a group by voice or hand etc	We need to vote for a new vice chairperson now that Jerry is retiring.
wrap up <i>verb</i>	finish	Let's wrap up here so that we can get back to our desks.



Activity 3: Vocabulary Quiz

1. We ran out of time and were forced tothe meeting.

- | | |
|-------------|---------------|
| a) allocate | b) address |
| c) adjourn | d) accomplish |

2. If you have a please wait until Marie has finished speaking.

- | | |
|--------------|--------------|
| a) commence | b) comment |
| c) formality | d) implement |

3. The board members couldn't come to a so they had to hold a vote.

- | | |
|--------------|--------------|
| a) grievance | b) designate |
| c) motion | d) consensus |

4. Markus was away on business, so..... was assigned.

- | | |
|--------------------|------------------|
| a) a show of hands | b) apologies |
| c) a proxy vote | d) a participant |

5. Before weI want to remind everyone to sign the attendance form on the way out.

- | | |
|--------------|----------------|
| a) wrap up | b) strategize |
| c) recommend | d) collaborate |

6. In his..... the chairman thanked everyone for doing such a good job this month.

- a) agenda
- b) ballot
- c) closing remarks
- d) deadline

7. I'll..... as soon as all of the board members take a seat.

- a) verification
- b) commence
- c) brainstorm
- d) motion

8. Since everyone was so..... we were able to finish the meeting early.

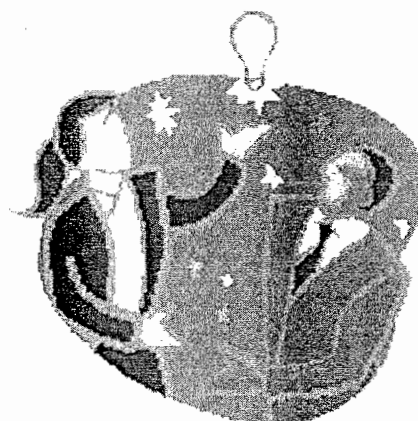
- a) participant
- b) punctual
- c) confidential
- d) absent

9. We'll be discussing this year's profits, and at the....., to eliminate all part-time positions.

- a) AOB
- b) AGM
- c) ABC
- d) AMM

10. A..... to eliminate all part-time positions was put forward at the meeting.

- a) action
- b) caution
- c) vision
- d) motion



Activity 4: Preparing for a Meeting

● Calling a Meeting

There are a number of ways that you may call or be called to a meeting. Some meetings are announced by e-mail, and others are posted on bulletin boards. If a meeting is announced at the end of another meeting, it is important to issue a reminder. A reminder can also come in the form of an e-mail or notice. Verbal announcements or reminders should always be backed up by documented ones. The date, location, time, length, and purpose of the meeting should be included. It is also important to indicate exactly who is expected to attend, and who is not. If you are planning on allocating someone to take on a certain role, make personal contact with that person to inform them of his or her duty.

Sample E-mail:

To: jane@paristours.com

cc: kana@paristours.com; thomas@paristours.com; nolan@paristours.com

From: pierre@paristours.com

Subject: Meeting

Hi Everyone,

We will be having a meeting next Friday from 2:00 PM-4:00 PM in Room 3.

All supervisors are expected to attend. The purpose of the meeting is to discuss the upcoming tourist season. As you probably have heard, this could be our busiest season to date. There are already twenty bus tours booked from Japan, and fifteen walking tours booked from North America. We are also expecting Korean and Australian tours in late summer. Please make arrangements to have other staff members cover your duties during the meeting.

Thank you,

Pierre

Sample Notice:

<p style="text-align: center;">MEETING</p> <p>LOCATION: Room 3</p> <p>DATE: Friday, May 5th</p> <p>TIME: 2:00 PM-4:00 P.M.</p> <p>FOR: Supervisors only</p> <p>SUBJECT: Tourist Season</p> <p>ATTENDANCE IS MANDATORY</p>
--

● Writing an Agenda

In order to keep the meeting on task and within the set amount of time, it is important to have an agenda. The agenda should indicate the order of items and an estimated amount of time for each item. If more than one person is going to speak during the meeting, the agenda should indicate whose turn it is to "have the floor". In some cases, it may be useful to forward the agenda to attendees before the meeting. People will be more likely to participate in a meeting, by asking questions or offering feedback, if they know what is going to be covered.

Sample Agenda:

- 1 Welcome, Introduction: Pierre and Stella (5 minutes)
- 2 Minutes from previous meeting: Jane (10 minutes)
- 3 Japan Tours: Pierre (15 minutes)
- 4 N.A. Tours: Pierre (15 minutes)

- 5 Korean Tours: Pierre (15 minutes)
- 6 Australian Tours: Pierre (if time allows 10 minutes)
- 7 Feedback from last year: Everyone (15 minutes)
- 8 Vote on staff picnic: Everyone (15 minutes)
- 9 Questions/ Closing remarks/ Reminders: Everyone (5 minutes)

- **Allocating roles**

The person in charge of calling and holding a meeting may decide to allocate certain roles to other staff members. Someone may be called upon to take the minutes, someone may be asked to do roll call, and someone may be asked to speak on a certain subject. This should be done either in person, or in an e-mail.

Sample Personal Request:

Pierre: Hi Jane, did you get the e-mail about next week's meeting?

Jane: Yes, I'll be there.

Pierre: Great. I'd like to put you in charge of reviewing the minutes from last meeting for us.

Jane: Sure, I can do that. I think there is a copy of the minutes in my file.

Pierre: Thanks, you'll have ten minutes to remind us of what we discussed last meeting. This will be good for Stella to hear. Stella will be our new private tours coordinator.

Sample E-mail:

To: jane@paristours.com

From: pierre@paristours.com

Subject: Minutes

Hi Jane,

I just wanted to make sure that you would be available to review last month's minutes and present them at Friday's meeting. We have a new staff member joining us, so I'd like to give her a chance to see where things have been going since the last meeting.

If you have any concerns about this, let me know.

Thanks,

Pierre



Activity 5 : Opening a Meeting

➤ Small Talk

Whether you are holding the meeting or attending the meeting it is polite to make small talk while you wait for the meeting to start. You should discuss things unrelated to the meeting, such as weather, family, or weekend plans.

Sample Dialogue:

Pierre: Hi Thomas. How are you?

Thomas: Great thanks, and you?

Pierre: Well, I'm good now that the warm weather has finally arrived.

Thomas: I know what you mean. I thought winter was never going to end.

Pierre: Have you dusted off your golf clubs yet?

Thomas: Funny you should ask. I'm heading out with my brother-in-law for the first round of the year on Saturday.

➤ Welcome

Once everyone has arrived, the chairperson, or whoever is in charge of the meeting should formally welcome everyone to the meeting and thank the attendees for coming.

- Well, since everyone is here, we should get started.
- Hello, everyone. Thank you for coming today.
- I think we'll begin now. First I'd like to welcome you all.
- Thank you all for coming at such short notice.
- I really appreciate you all for attending today.
- We have a lot to cover today, so we really should begin.

Sample Welcome:

Pierre: I think we'll begin now. First I'd like to welcome you all and thank everyone for coming, especially at such short notice. I know you are all very busy and it's difficult to take time away from your daily tasks for meetings.

Introductions If anyone at the meeting is new to the group, or if there is a guest speaker, this is the time when introductions should be made. The person in charge of the meeting can introduce the new person, or ask the person to introduce him or herself.

- I'd like to take a moment to introduce our new tour coordinator.
- I know most of you, but there are a few unfamiliar faces.

- Stella, would you like to stand up and introduce yourself?
- Hi everyone. I'm Judy Strauss. I'll be acting as Amanda's assistant while Nancy is away on maternity leave.

➤ Roll Call/Apologies

If the meeting is a small group, it is probably unnecessary to take attendance out loud. The person who is taking the minutes will know everyone personally and can indicate who is present and who is absent. In a larger meeting, it may be necessary to send around an attendance sheet or call out names. If an important figure is absent, it may be necessary for the chairperson to apologize for his or her absence and offer a brief explanation for it.

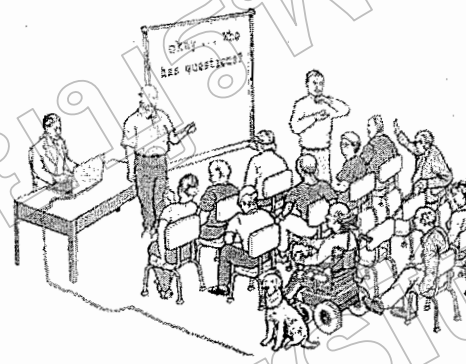
- It looks like everyone is here today.
- If you notice anyone missing, please let Jane know so that she can make a note of it.
- Unfortunately, Ken cannot join us today. He has been called away on business.
- Mike will be standing in to take the minutes today, as Lisa is home with the flu.

➤ Objectives

Some people who hold meetings prefer to pass around copies of the agenda, and others will post a large copy on a wall, or use an overhead projector. No matter which format is used, attendees should be able to follow the agenda as the meeting progresses. Before beginning the first main item on the agenda, the speaker should provide a brief verbal outline the objectives.

Sample Introduction to the Agenda:

Pierre: As you can all see here on the agenda we will be mainly talking about the upcoming tourist season. First we'll discuss the groups that will be coming in from Japan. After that we'll discuss the North American Tours, followed by the Korean tours. If time allows we will also discuss the Australian tours which are booked for early September. Next, I'm going to request some feedback from all of you concerning last year's tours and where you think we can improve. And finally, we'll be voting on where and when to have this year's staff picnic.



Activity 6: Following the Agenda

○ Taking the Minutes

Anyone, including you, may be assigned to take the minutes at a meeting. Often someone who is not participating in the meeting will be called upon to be the minute-taker. Before a meeting the minute-taker should review the following:

- The minutes from previous meeting
- All of the names of the attendees (if possible)
- The items on the agenda

It also helps to create an outline before going to the meeting. An outline should include the following:

- A title for the meeting

- The location of the meeting
- A blank spot to write the time the meeting started and ended
- The name of the chairperson
- A list of attendees that can be checked off (or a blank list for attendees to sign)
- A blank spot for any attendees who arrive late or leave early

Sample Minutes Outline:

Supervisor's Meeting

Friday, May 5

Room 3

Start: _____ Finish: _____

Chair: Pierre

Attendees:

1. _____

2. _____

3. _____

4. _____

5. _____

Late to arrive: _____

Early to depart: _____

The minute-taker can use a pen and paper or a laptop computer and does not need to include every word that is spoken. It is necessary to include important points and any votes and results. Indicating who said what is also necessary, which is why the minute-taker should make sure to know the names of the attendees. If you cannot remember someone's name, take a brief

note of their seating position and find out their name after the meeting. A minute-taker should type out the minutes immediately after the meeting so that nothing is forgotten.

○ Watching the Time

One of the most difficult things about holding an effective meeting is staying within the time limits. A good agenda will outline how long each item should take. A good chairperson will do his or her best to stay within the limits. Here are some expressions that can be used to keep the meeting flowing at the appropriate pace.

- I think we've spent enough time on this topic.
- We're running short on time, so let's move on.
- We're running behind schedule, so we'll have to skip the next item.
- We only have fifteen minutes remaining and there's a lot left to cover.
- If we don't move on, we'll run right into lunch.
- We've spent too long on this issue, so we'll leave it for now.
- We'll have to come back to this at a later time.
- We could spend all day discussing this, but we have to get to the next item.

○ Regaining Focus

It is easy to get off topic when you get a number of people in the same room. It is the chairperson's responsibility to keep the discussion focused. Here are some expressions to keep the meeting centered on the items as they appear on the agenda.

- Let's stick to the task at hand, shall we?
- I think we're steering off topic a bit with this.
- I'm afraid we've strayed from the matter at hand.

- You can discuss this among yourselves at another time.
- We've lost sight of the point here.
- This matter is not on today's agenda.
- Let's save this for another meeting.
- Getting back to item number 5...
- Now where were we? Oh yes, let's vote.

○ Voting

When issues cannot be resolved or decisions cannot be easily made, they are often put to a vote. Most votes occur during meetings. Votes can be *open*, where people raise their hands in favour or in opposition of the issue. In an open vote, the results are evident immediately. Other votes, such as who should be elected to take on a certain role, are private or *closed*. During private votes, attendees fill out ballots and place them in a box to be counted. The results may not be counted until after the meeting. Here are some specific expressions used during open voting:

- All in favor?
(Those who agree raise their hands or say "Aye".)
- All opposed?
- Motion to hire more tour guides, moved by Thomas.

(Suggestions or ideas that are put to a vote are called *motions*. When a person makes a suggestion, the term to use both during the meeting and in the minutes is *moved*.)

- Motion to hire more tour guides seconded by Nolan.

(When another person agrees with the motion, it is *seconded*.)

When a motion is voted and agreed upon it is *carried*. When it is voted and disagreed upon it is *failed*. Most often votes are put to a majority. If there is a tie vote, the chairperson will often cast the deciding vote.

Sample Voting Session:

Pierre: Okay, now that we've covered most of the business, it's time to vote on the staff picnic. Jane and I have come up with two different ideas. I'll give Jane the floor now, and she'll outline these two options. After that we'll vote. I don't think there is any reason to have a private vote, so I'll just ask to see a show of hands. Jane, would you do the honours?

Jane: Thanks Pierre. Okay, so, as you all probably assumed, we are going to wait until most of the tours have passed through before we have the staff picnic. That way most of you should be able to attend. So we've chosen the last Sunday of September. I hope that works out for all of you. Now, the first option is to have a BBQ at Mariposa Beach. We would do this on the last Sunday of September. The second option is to have a potluck dinner/pool party in Pierre's backyard. The only problem with this is if it rains, there isn't much in the way of shelter there. I don't think Pierre and his wife will want all of us dashing inside in a thunderstorm.

Pierre: Well, if we had to we could probably squeeze everyone in the basement. Anyhow, those are the options, so let's put it to a vote. All in favour of option number one? Raise your hands please...okay, one vote. And, all in favour of option number two? That's four. Okay, so it looks like a pool party at my house.

Jane: Great. I'll put up a sign up sheet and everyone can write down what they plan to bring.

○ Comments and Feedback

During the meeting, participants will comment, provide feedback, or ask questions. Here are some ways to do so politely:

- If I could just come in here...
- I'm afraid I'd have to disagree about that.
- Could I just say one thing?
- I'm really glad you brought that up, Kana.
- I couldn't agree with you more. (I agree)
- Jane, could you please speak up. We can't hear you at the back.
- If I could have the floor (chance to speak) for a moment...
- We don't seem to be getting anywhere with this.
- Perhaps we should come back to this at another time?

Activity 7: Closing a Meeting

✦ Wrapping Up

There are different reasons why a meeting comes to an end. Time may run out, or all of the items in the agenda may be checked off. Some meetings will end earlier than expected and others will run late. The odd time, a meeting may be cut short due to an unexpected problem or circumstance. Here are a variety of ways to adjourn a meeting:

- It looks like we've run out of time, so I guess we'll finish here.
- I think we've covered everything on the list.
- I guess that will be all for today.
- Well, look at that...we've finished ahead of schedule for once.
- If no one has anything else to add, then I think we'll wrap this up.

- I'm afraid we're going to have to cut this meeting short. I've just been informed of a problem that needs my immediate attention.

✚ Reminders

There is almost always one last thing to say, even after the closing remarks. A chairperson might close the meeting and then make a last-minute reminder. Instructions for tidying up the room may also be mentioned.

- Oh, before you leave, please make sure to sign the attendance sheet.
- I almost forgot to mention that we're planning a staff banquet next month.
- Don't forget to put your ballot in the box on your way out.
- If I didn't already say this, please remember to introduce yourself to the new trainees.
- Could I have your attention again? I neglected to mention that anyone who wants to take home some of this leftover food is welcome to.
- If you could all return your chair to Room 7 that would be appreciated.
- Please take all of your papers with you and throw out any garbage on your way out.

✚ Thank You and Congratulations

The end of the meeting is also the time to thank anyone who has not been thanked at the beginning of the meeting, or anyone who deserves a second thank you. Congratulations or Good-luck can also be offered here to someone who has experienced something new, such as receiving a promotion, getting married, or having a baby.

- Before I let you go, let's all give a big thank you (*everyone claps*) to Thomas for baking these delicious cookies.

- Again, I want to thank you all for taking time out of your busy schedules to be here today.
- Most of you probably already know this, but Nolan's wife just gave birth to a baby boy.
- As you leave today, don't forget to wish Stella **luck** on the weekend. The next time you see her she will be happily married.

Follow Up

In the closing remarks, the chairperson, or participants may want to discuss the date and time for the next meeting, when the minutes will be available, or when a decision should be made by. This is also the time to give contact information, such as how to send a question by e-mail or who to call regarding a certain issue.

- We'll meet again on the first of next month.
- Next time we meet I'll be sure to have those contacts for you.
- If anyone has any questions about anything we discussed today, feel free to send me an e-mail.
- The minutes from today's meeting will be posted as of tomorrow afternoon.
- I'll send out a group e-mail with the voting results.

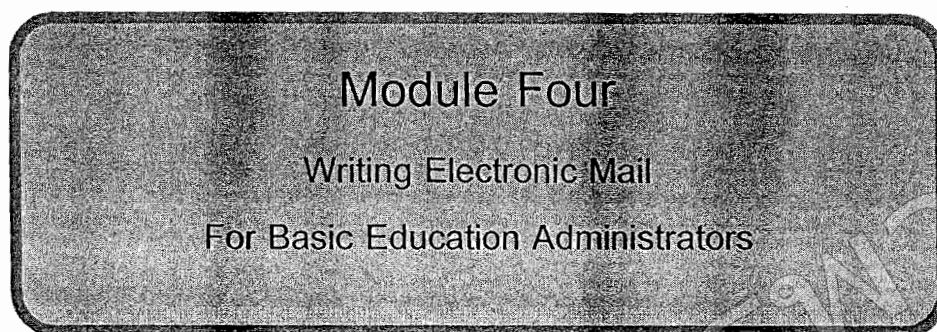


Activity 8: Self-Assessment Test .

Are the following statements 'True' or 'False'?

statements	True	False
1. The person who is in charge of the meeting is the person who takes the minutes.		
2. The best way to call a meeting is to inform each participant individually by phone.		
3. An agenda should outline the order and amount of time to spend on each item at the meeting.		
4. Engaging in small talk throughout the meeting is an effective way to keep the focus.		
5. When someone agrees with a motion it is "seconded".		
6. The person who is speaking during a meeting is the person who "has the floor".		
7. A polite way to indicate that you want to make a comment during a meeting is to say: "If I could just come in here..."		
8. When there is a tie vote, it is customary for the chairperson to ask one participant to reconsider his/her decision.		
9. During the closing remarks, the person holding the meeting should introduce new staff members or guest speakers.		
10. Reminders are typically announced after all of the items on the agenda have been covered.		

.....



Module Four

Writing Electronic Mail

For Basic Education Administrators

Objectives

By the end of module, participants will be able to:

1. write an e- mail message.
2. Use specific language to write e-mail appropriately

Contents

1. How to write an e- mail message.
2. Important points to remember.
3. E-mail etiquette.
4. Tips for easy e-mail.

Time: 4 hours

Activities

No	Activities	Time (min.)	Type of activity	Instructional media
1	Activity 1: The importance of e-mail	30	Individual/ Whole group	handout 1 PPT
2	Activity 2: How to Write an e-mail Message	60	Lecture	handout 1 PPT
3	Activity 3: Important points to remember	30	Individual/ Whole group	worksheet 2
4	Activity 4: e mail –etiquette	40	Pair work	worksheet 3
5	Activity 5: Tips for Easy E-mail	40	Lecture	handout 2 PPT
6	Activity 6: Writing an e-mail	40	Individual	website
Remarks: 4 hours				

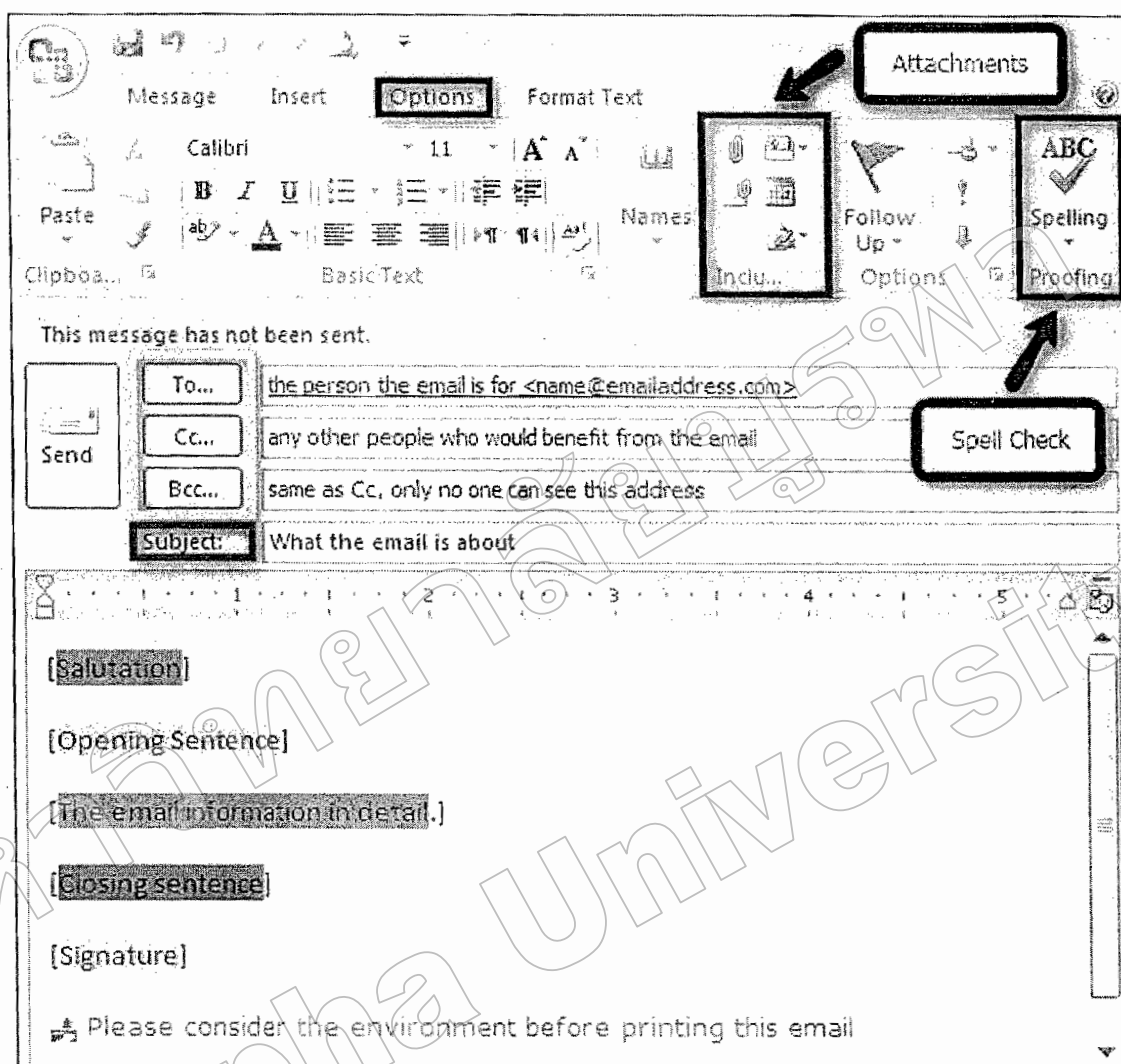
Activity 1: The importance of E-mail

An email address identifies an email box to which email messages are delivered. An example format of an email address is lewis@example.net which is read as *lewis at example dot net*. Many earlier email systems used different address formats. (From Wikipedia, The free encyclopedia)

E-mail (electronic mail) is the exchange of computer-stored messages by telecommunication. (Some publications spell it email; we prefer the currently more established spelling of e-mail.) E-mail messages are usually encoded in ASCII text. However, you can also send non-text files, such as graphic images and sound files, as attachments sent in binary streams. E-mail was one of the first uses of the Internet and is still the most popular use. A large percentage of the total traffic over the Internet is e-mail. E-mail can also be exchanged between online service provider users and in networks other than the Internet, both public and private.

Some abbreviations

Abbreviation	Stands for
E-mail	Electronics Mail
CC	Carbon Copy
BCC	Blind Carbon Copy
Enc.	Enclosure
P.S.	Post Script



E-mails are a FAST way to communicate for business and pleasure.

E- mails are often much less formal than regular letters. Some people say they lack the "personal touch" of a paper letter. There is no real signature. The one big advantage of e-mail is speed. E-mails are delivered in seconds. E-mails are very inexpensive for people who send a lot of letters.

E-mails should contain:

1. Heading – just like a regular letter
2. Inside address – should include the real name of the receiver, not the e-mail name
3. Subject – All e-mail programs have a place to enter the subject of the e-mail
4. Salutation
5. Body
6. Complimentary close
7. The real name of the sender, not their e-mail name

How to Write an Email Message

The basic parts of an email message are:

From: The box for the email address of the sender. Enter your email address in this box if you are the sender.

To: The box for the email address of the receiver. Enter the email address of the person you are sending the email message to.

Date: No dateline is needed because all mail interfaces generate the date.

Subject: The subject line. Enter subject of the email. The subject line should be concise, mostly a phrase of few key words.

body: the message of the email. Topics could be any subject you need to send an email on, from sending a birthday-congratulation note to a job application cover letter as given below in the example. Use concise and appropriate English.

An example of an e-mail message:

From	igoldberg@gmail.com
To	jgonzales@gmail.com
Subject	job application, customer service rep
body	<p>Dear Mr. Gonzales,</p> <p>Attached please find my resume for the position of Customer Service Representative advertised on your website recently.</p> <p>I believe I am a perfect candidate for this position regarding my experience and training. I am hoping I will hear from you soon to discuss this opportunity in person.</p> <p>Sincerely,</p> <p>Isabel Goldberg</p> <p>Tel: 212-378-4567</p>

Example 1: Formal

Hello,

I read on your web site that you offer Music CD copying for large quantities of CDs. I'd like to inquire about the procedures involved in these services. Are the files transferred online, or are the titles sent by CD to you by standard mail? How long does it usually take to produce approximately 500 copies? Are there any discounts on such a large quantity?

Thank you for taking the time to answer my questions. I look forward to your response.

Jack Finley

Sales Manager, Young Talent Inc.

(709) 567 - 3498

Example 2: Informal

Hi Tom,

Listen, we've been working on the Smith account and I was wondering if you could give me a hand? I need some inside information on recent developments over there. Do you think you could pass on any information you might have?

Thanks

Peter

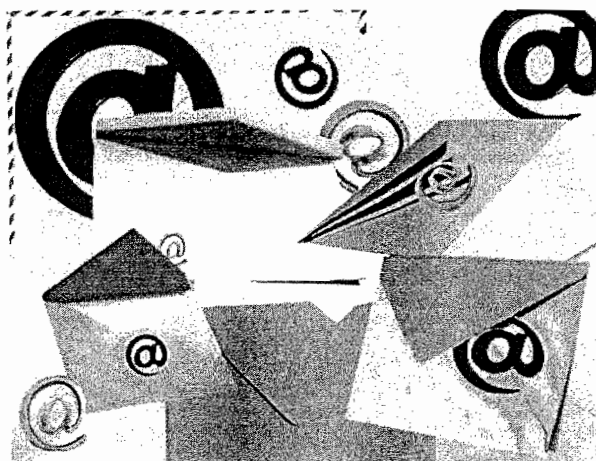
Peter Thompson

Account Manager, Tri-State Accounting

(698) 345 -- 7843

Important points to remember

- Email is much less formal than a written letter. Emails are usually short and concise.
- If you are writing to someone you don't know, a simple "Hello" is adequate. Using a salutation such as "Dear Mr Smith," is too formal.
- When writing to someone you know well, feel free to write as if you are speaking to the person.
- Use abbreviated verb forms (He's, We're, He'd, etc.)
- Include a telephone number to the signature of the email. This will give the recipient the chance to telephone if necessary.
- It is not necessary to include your email address as the recipient can just reply to the email.
- When replying eliminate all the information that is not necessary. Only leave the sections of text that are related to your reply. This will save your reader time when reading your email.



E mail – etiquette

1. Be concise and to the point. Do not make an e-mail longer than it needs to be. Remember that reading an e-mail is harder than reading printed communications and a long e-mail can be very discouraging to read.

2. Answer all questions, and pre-empt further questions. An email reply must answer all questions, and pre-empt further questions – If you do not answer all the questions in the original email, you will receive further e-mails regarding the unanswered questions, which will not only waste your time and your customer's time but also cause considerable frustration. Moreover, if you are able to pre-empt relevant questions, your customer will be grateful and impressed with your efficient and thoughtful customer service. Imagine for instance that a customer sends you an email asking which credit cards you accept. Instead of just listing the credit card types, you can guess that their next question will be about how they can order, so you also include some order information and a URL to your order page. Customers will definitely appreciate this.

3. Use proper spelling, grammar & punctuation. This is not only important because improper spelling, grammar and punctuation give a bad impression of your company, it is also important for conveying the message properly. E-mails with no full stops or commas are difficult to read and can sometimes even change the meaning of the text. And, if your program has a spell checking option, why not use it?

4. Make it personal. Not only should the e-mail be personally addressed, it should also include personal i.e. customized content. For this

reason auto replies are usually not very effective. However, templates can be used effectively in this way, see next tip.

5. **Use templates for frequently used responses.** Some questions you get over and over again, such as directions to your office or how to subscribe to your newsletter. Save these texts as response templates and paste these into your message when you need them. You can save your templates in a Word document, or use pre-formatted emails. Even better is a tool such as Reply Mate for Outlook (allows you to use 10 templates for free).

6. **Answer swiftly.** Customers send an e-mail because they wish to receive a quick response. If they did not want a quick response they would send a letter or a fax. Therefore, each e-mail should be replied to within at least 24 hours, and preferably within the same working day. If the email is complicated, just send an email back saying that you have received it and that you will get back to them. This will put the customer's mind at rest and usually customers will then be very patient!

7. **Do not attach unnecessary files.** By sending large attachments you can annoy customers and even bring down their e-mail system. Wherever possible try to compress attachments and only send attachments when they are productive. Moreover, you need to have a good virus scanner in place since your customers will not be very happy if you send them documents full of viruses!

8. **Use proper structure & layout.** Since reading from a screen is more difficult than reading from paper, the structure and lay out is very important for e-mail messages. Use short paragraphs and blank lines between each paragraph. When making points, number them or mark each point as separate to keep the overview.

9. **Do not overuse the high priority option.** We all know the story of the boy who cried wolf. If you overuse the high priority option, it will lose its function when you really need it. Moreover, even if a mail has high priority, your message will come across as slightly aggressive if you flag it as 'high priority'.

10. **Do not write in CAPITALS. IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING.** This can be highly annoying and might trigger an unwanted response in the form of a flame mail. Therefore, try not to send any email text in capitals.

11. **Don't leave out the message thread.** When you reply to an email, you must include the original mail in your reply, in other words click 'Reply', instead of 'New Mail'. Some people say that you must remove the previous message since this has already been sent and is therefore unnecessary. However, I could not agree less. If you receive many emails you obviously cannot remember each individual email. This means that a 'threadless email' will not provide enough information and you will have to spend a frustratingly long time to find out the context of the email in order to deal with it. Leaving the thread might take a fraction longer in download time, but it will save the recipient much more time and frustration in looking for the related emails in their inbox!

12. **Add disclaimers to your emails.** It is important to add disclaimers to your internal and external mails, since this can help protect your company from liability. Consider the following scenario: an employee accidentally forwards a virus to a customer by email. The customer decides to sue your company for damages. If you add a disclaimer at the bottom of every external mail, saying that the recipient must check each email for viruses and that it

cannot be held liable for any transmitted viruses, this will surely be of help to you in court. Another example: an employee sues the company for allowing a racist email to circulate the office. If your company has an email policy in place and adds an email disclaimer to every mail that states that employees are expressly required not to make defamatory statements, you have a good case of proving that the company did everything it could to prevent offensive emails.

13. Read the email before you send it. A lot of people don't bother to read an email before they send it out, as can be seen from the many spelling and grammar mistakes contained in emails. Apart from this, reading your email through

the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.

14. Do not overuse Reply to All. Only use Reply to All if you really need your message to be seen by each person who received the original message.

15. Mailings > use the Bcc: field or do a mail merge. When sending an email mailing, some people place all the email addresses in the To: field. There are two drawbacks to this practice: (1) the recipient knows that you have sent the same message to a large number of recipients, and (2) you are publicizing someone else's email address without their permission. One way to get round this is to place all addresses in the Bcc: field. However, the recipient will only see the address from the To: field in their email, so if this was empty, the To: field will be blank and this might look like spamming. You could include the mailing list email address in the To: field, or even better, if you have Microsoft Outlook and Word you can do a mail merge and create one

message for each recipient. A mail merge also allows you to use fields in the message so that you can for instance address each recipient personally. For more information on how to do a Word mail merge, consult the Help in Word.

16. Take care with abbreviations and emoticons. In business emails, try not to use abbreviations such as BTW (by the way) and LOL (laugh out loud). The recipient might not be aware of the meanings of the abbreviations and in business emails these are generally not appropriate. The same goes for emoticons, such as the smiley 😊. If you are not sure whether your recipient knows what it means, it is better not to use it.

17. Be careful with formatting. Remember that when you use formatting in your emails, the sender might not be able to view formatting, or might see different fonts than you had intended. When using colors, use a color that is easy to read on the background.

18. Take care with rich text and HTML messages. Be aware that when you send an email in rich text or HTML format, the sender might only be able to receive plain text emails. If this is the case, the recipient will receive your message as a .txt attachment. Most email clients however, including Microsoft Outlook, are able to receive HTML and rich text messages.

19. Do not forward chain letters. Do not forward chain letters. We can safely say that all of them are hoaxes. Just delete the letters as soon as you receive them.

5 Tips for Easy E-mail

The objective of all emails is to communicate. The writer needs the recipient to understand. So s/he should make it as easy as possible for the recipient to understand the message. The writer is writing the email, not the recipient, right? It is the writer's job to write it well, not the recipient's! But often the recipient has to spend a long time and work very hard to understand a message. (This is not just a question of language.) Basically, sending "bad" emails shows no respect for the recipient and is not polite. The writer does a little work and the recipient does a lot of work. So here are 5 tips on sending emails the best way possible, and making life easier for everyone.

❖ Tip 1. Subject, Cc, and Bcc:

When you write an email, at the top is a field called "Subject:". The subject tells recipients what your message is about, without reading the whole message. It also helps them organize their emails. Always include a subject, something meaningful like "My Order No. 12345 For Furniture" or "Homework Assignment: Present Perfect". Don't just write "Your Email" or "Letter". Subjects like those are not very helpful. Also, if you include a subject and the recipient replies by clicking on "Reply", your subject is automatically added to the reply (with the expression "Re:", which means "about").

Two more fields at the top of your email are "Cc:" (carbon copy) and "Bcc:" (blind carbon copy). Any email address you add to the Cc: box will receive a copy of the message, and the original person you are writing to (the To: field) will see the email address that you sent a copy to. Any email address you add to the Bcc: field will also receive a copy of the message, but this time

the original person you are writing to will not see this. S/he will not even know that you sent a copy to someone.

❖ Tip 2. Use Attachments Only When Necessary

Email messages can be in two different forms:

- inline text
- attachment

Inline text is the normal text that you write in an email. An attachment is a file from your computer (for example a Word document or .gif image) that you "attach" or add to your email. When someone receives an email with inline (normal) text, they can read it immediately. When they receive an attachment, they have to "open" the attachment with the right program (for example Word or Photo Shop). There are several problems with attachments, including:

- a. Recipients may not have the right program to open the attachment
- b. Attachments can contain viruses (so some people don't like to open attachments)
- c. Really big attachments can take a long time to download, especially on mobile phones

Many people do not like to receive attachments. Usually, it is better to send inline text. Only send an attachment when it is not possible to send the information as inline text and you are sure the receiver agrees.

❖ Tip 3. Don't YELL!

Do not write everything in CAPITAL LETTERS. In English, it is not polite to use a lot of capital letters. In fact, text written in capital letters is difficult to read. You never see a book written only in capital letters. Using all capital letters is called "yelling", which is the same as shouting. Why is it difficult to read capital letters? Look at this word:

1. ENGLISH (capital letters)
2. English (initial capital + small letters)

In No.1 the word has no "shape"...it is a simple rectangle. In No.2 the word has a shape...it goes up and down. When we read, especially when we read fast, we read the shape of words. We do not read each individual letter. The shape of "ENGLISH" is exactly the same as the shape of "SPANISH". But the shape of "English" is not the same as the shape of "Spanish". For subjects, it's sometimes ok to use capitals. But if you must make some words in the text more important, don't do it with capitals. Use asterisks, like **this**, or use **bold**.

❖ Tip 4. Be Careful With Abbreviations

Examples of abbreviations are "btw" (by the way) and "damhik" (don't ask me how I know). Abbreviations are a good way to save work on typing if both correspondents understand the abbreviations. But if the recipient does not understand your abbreviation, you are not communicating successfully.

❖ Tip 5. Sign Your Email

It's a good idea, and more polite, to put your name at the end of your emails. You can even add other information like address, telephone and fax, especially for business. You can create a "signature block" that you add to the end of all messages. Many email services let you create an "auto-signature" that appears at the end of every email you send.

.....

Module Five

English for Work Presentations
For Basic Education Administrators

Objectives

By the end of module, participants will be able to:

1. give a work presentation naturally.
2. use English for communicating in meetings

Contents

1. A good presenter
2. Preparing your oral presentation
3. Some advice for giving a presentation
4. Phrases for your presentation

Time: 7 hours

Activities

No	Activities	Time (min.)	Type of activity	Instructional media
1	Activity 1: A good presenter	20	Individual	worksheet 1
2	Activity 2: Preparing your oral presentation	50	Lecture	handout 1 PPT
3	Activity 3: How good are your presentation skill?	30	Individual/ Whole group	worksheet 2
4	Activity 4: Some advice for giving a presentation	30	Pair work	worksheet 3
5	Activity 5: Phrases for your presentation	40	Lecture	handout 2 PPT
6	Activity 6: Presentation skill	120	Individual/ Whole group	-
Remarks: 7 hours				

2. Detailed plan for the activity

Activity 1: A. Think of successful talks you've been to in the past.

What made them so successful? Complete the following list of elements that make a good presentation using the words in the boxes.

a-e	humour	talk	contact	appearance	knowledge
f-g	preparation	language	attitude	voice	visuals

To be a good presenter you need

- A a well – structured
- B thorough subject
- C a smart and professional
- D a good sense of
- E good eye
- F an enthusiastic
- G a strong
- H a creative use of
- I expressive body
- J careful



B. Discussion. With a partner, discuss the elements in A and number them in order of importance. Use the phrases below in your discussion.

What you need most of all is.....can make a real difference.
Another important thing is.....	It helps if....., but it's not essential.
I think.....is pretty important too.	You don't need....., as long as.....

C. Add your own ideas to the list in A.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....



Activity 2:

Preparing your oral presentation

First of all, think.....

- a) *Think about what you want to achieve:* do you want to inform your audience, inspire them to think about your topic, or convince them of a particular point of view?
- b) *Think about your audience:* what background knowledge do they have about your topic? Do they have any particular interests? How are you going to involve them in your presentation?

Then.....

- c) *Brainstorm your topic and write a rough outline.*
- d) *Research your topic. Don't get carried away—remember you have a limited time for your presentation.*
- e) *Organise your material and write a draft—think about the length of time you have to talk.*
- f) *Summarise your draft into points to write on overheads and/or cards.*
- g) *Plan and prepare your visual aids.*

Organising the content

Introduction (may be written last)

- ❖ *Capture your listeners' attention:* Begin with a question, a funny story, a startling comment, or anything that will make them think.
- ❖ *State your purpose;* for example:
 'I'm going to talk about...'
 'This morning I want to explain...'

- ❖ *Present an outline of your talk; for example:*

'I will concentrate on the following points: First of all...Then...

This will lead to... And finally...'

The Body

- Present your main points one by one in logical order.
- Pause at the end of each point (give people time to take notes, or time to think about what you are saying).
- Make it absolutely clear when you move to another point. For example:
'The next point is that ...'
'OK, now I am going to talk about ...'
'Right. Now I'd like to explain ...'
'Of course, we must not forget that ...'
'However, it's important to realise that...'
- Use clear examples to illustrate your points.
- Use visual aids to make your presentation more interesting.

The Conclusion

- It is very important to leave your audience with a clear summary of everything you have covered.
- It is also important not to let the talk just fizzle out. **Make** it obvious that you have reached the end of the presentation.
- Summarise the main points again, using phrases like:
'To sum up...'

'So, in conclusion...'

'OK, to recap the main points...'

- Restate the purpose of your talk, and say that you have achieved your aim:

'I think you can now see that...'

'My intention was ..., and it should now be clear that ...'

- Thank the audience, and invite questions:

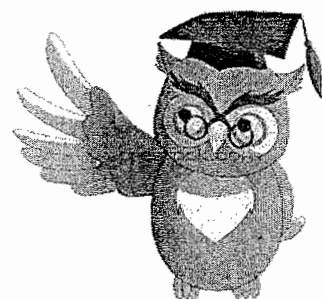
'Thank you. Are there any questions?'

Delivering your presentation

Talk to your audience, don't read to them! A presentation is not the same as an essay. If you read out your presentation as if it were an essay, your audience will probably understand very little and will lose concentration quickly. So use notes, cue cards or overheads as prompts, and **speak** to the audience. Include everyone by looking at them and maintaining eye-contact (but don't stare or glare at people).

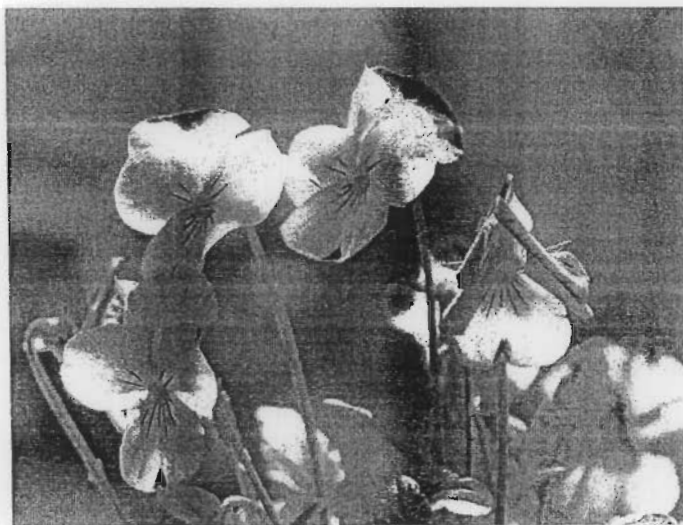
Watch your language!

- ✓ Keep it simple. The aim is to communicate, not to show off your vocabulary.
- ✓ Emphasise the key points—and make sure people realise which are the key points. Repeat them using different phrasing.
- ✓ Check the pronunciation of difficult, unusual, or foreign words beforehand.



Use your voice to communicate clearly

- ❖ Speak loudly enough for everyone in the room to hear you.
This may feel uncomfortably loud at first, but if people can't hear you, they won't listen.
- ❖ Speak slowly and clearly.
Don't rush! Speaking fast doesn't make you seem smarter, it will only make it harder for other people to understand you.
- ❖ Key words are important. Speak them out slowly and loudly.
- ❖ Vary your voice quality. If you always use the same volume and pitch (for example, all loud, or all soft, or in a monotone) your audience will switch off.
- ❖ When you begin a new point, use a higher pitch and volume.
- ❖ Slow down for key points.
- ❖ Use pauses—don't be afraid of short periods of silence. (They give you a chance to gather your thoughts, and your audience a chance to think.)



Use your body to communicate, too!

- Stand straight and comfortably. Do not slouch or shuffle about.
- Hold your head up. Look around and make eye-contact with people in the audience. Do not just address the lecturer! Do not stare at a point on the carpet or the wall. If you don't include the audience, they won't listen to you.
- When you are talking to your friends, you naturally use your hands, your facial expression, and your body to add to your communication. Do it in your presentation as well. It will make things far more interesting for the audience.
- Don't turn your back on the audience!

Interact with the audience

- Be aware of how your audience is reacting.
Are they interested or bored? If they look confused, ask them why.
Stop if necessary and explain a point again.
- Check if the audience is still with you.
'Does that make sense?'
- 'Is that clear?'
- Be open to questions.
If someone raises a hand, or asks a question in the middle of your talk, answer it. If you can't answer it, turn the question back out to the audience and let someone else answer it!
Questions are good. They show that the audience is listening with interest. They should not be regarded as an attack on you, but as a collaborative search for deeper understanding.

- Be ready to get the discussion going after your presentation.
Just in case nobody has anything to say, have some provocative questions or points for discussion ready to ask the group.



Using visual aids

- ✚ It is very helpful to use visual aids in your presentation, as it helps people to understand. People learn visually as well as orally. Particularly if your accent is different from your audience's accent, it can be very helpful to let them see your keywords.

Overheads

- ✚ Overheads are the easiest and most reliable form of visual aids. You can use them as a prompt for your talk, so that you may not need cards. [But don't read word-for-word from your overheads!]

Be careful to:

- Use bold typeface, and a minimum of size 16 font [Check that your overheads are readable by placing them beside you on the floor and looking down at them. Can you read them?]
- Use no more than seven or eight main points on an overhead [Overheads that have too many words on them are no use at all]
- Make sure your audience can see the overhead screen [Where are you standing? Is it directly in front of the screen?]
- Using colour, pictures and graphs can make your overheads more interesting [But don't overcrowd your overheads with too much detail]

PowerPoint

- ✚ You can use PowerPoint software to produce very professional overheads, or to make a computer-based presentation. If you would like to learn more about it, you can ask the Computer Centre Service Desk for more information.

- ✚ Remember that PowerPoint may look great, but if the technology goes wrong you may be very embarrassed. It's a good idea to print out a handout, or have some overheads as a backup just in case.
- ✚ Sometimes students are tempted to spend more time on producing PowerPoint graphics than on the actual talk. Remember—if your talk is poor, no amount of fancy graphics will save it!

Handouts

Handouts are a great idea. Think about whether you want to distribute them before or after your presentation. It is a good idea to include your references on a handout, so that people can follow up on them later. You could also include some follow-up questions for discussion.

Using the whiteboard (or blackboard)

If possible, put your information on the whiteboard/blackboard *before* the talk begins, otherwise you will have to turn your back on the audience and break your eye contact with them, which is never a good idea. Writing on a board is also time-consuming. Use alternative visual aids wherever possible. If you really must use a whiteboard, come prepared with the right pens (use pens clearly marked 'Whiteboard Marker'—don't use anything else) and write in large neat writing, so that people can read it.

Checking out the facilities

Whenever possible, check the facilities of the room where you are going to deliver your talk. Does the overhead processor work? How does it

turn on and off? Where is the plug for the computer? Is there a whiteboard, or is it a blackboard? If a blackboard, is chalk provided?

Dealing with nervousness

The first few times you make a presentation, you will be nervous. That's quite a good thing—a bit of adrenalin often helps you to perform well. However, to make sure that your nervousness does not become a problem, here are some things to consider:

- Smile! Your audience will react warmly to you if you smile and at least look relaxed.
- Treat your audience like friends.
- Confess that you are nervous! Your audience will be very sympathetic—they know how you are feeling.
- Breathe deeply. It will calm you down and help to control the slight shaking that you might get in your hands and your voice.
- Be well-prepared. Practice giving your talk (you can ask one of the Academic Skills Centre lecturers to listen to your presentation)
- Be organised. If you are well organised, your task will be easier. If your overheads are out of order, or your notes are disorganised, you may get flustered.
- Slow down! When people are nervous, they tend to get confused easily. So your mind may start to race, and you may feel panicky. Make use of pauses: force yourself to stop at the end of a sentence, take a breath, and think before you continue.

- Remember: *The way you perform is the way your audience will feel.* Giving an oral presentation is a performance—you have to be like an actor. If you act the part of someone enjoying themselves and feeling confident, you will not only communicate these positive feelings to the audience, you will feel much better, too.
- Accomplished public speakers feel nervous before and even during a talk. The skill comes in not communicating your nervousness, and in not letting it take over from the presentation. Over time, you will feel less nervous, and well able to control your nervousness.



Activity 3: How Good Are Your Presentation Skills?

Instructions: For each statement, click the button in the column that best describes you. Please answer questions as you actually are (rather than how you think you should be), and don't worry if some questions seem to score in the 'wrong direction'. When you are finished, please click the 'Calculate My Total' button at the bottom of the test.

Statement	Not at all	Rarely	Some times	Often	Very Often
1 The visuals in my presentation match well with the information I'm communicating, and they help carry the speech.					
2 To prepare for my presentation, I think carefully about the message I want to send.					
3 Before I present, I become familiar with the room and the space in which I'll be speaking.					
4 I plan and practice my presentation until I can speak comfortably and fluently.					
5 I assume my audience knows very little, and then I give them all the information they need.					
6 I use an indirect, subtle approach, and I send a gentle message to my audience.					
7 Anxiety gives me stress, and brings negative energy to my presentation.					

8	I make sure that organizers or other staff prepare my equipment so that I can arrive right on time and start immediately.					
9	I encourage my audience to ask statements at the end of the presentation.					
10	I pay attention to my nonverbal behavior, like facial expressions and eye contact, to make sure I stay engaged with the audience.					
11	I use examples to support my points.					
12	My presentations sometimes take longer than planned.					
13	If I want to persuade an audience, I get them to think about what the future will be like if they continue without making changes.					
14	I focus on the main part of the presentation more than the beginning and end, because that's where most of the information is given.					

Experienced presenters are able to improvise and adapt to changing circumstances but you may have only one chance to present your information, so be prepared.

Score Interpretation

Score	Comment
14-32	<p>Your presentations are probably quite weak, and perhaps a little boring. There are lots of ways to bring more excitement to what, and how, you present. You simply need more practice developing the right kind of content, and learning to use your nervousness to create a positive flow of energy. Read this article for everyday tips on building your self-confidence.</p>
33-51	<p>Your presentations are OK, and they're probably very typical of average presenters. The impression you leave isn't good or bad – it's essentially nonexistent, and your message is likely soon forgotten. Use the tips and tools in this article to add life to your presentations so that your audience remembers you for all the right reasons.</p>
52-70	<p>Super job! You're giving excellent presentations. They're interesting and well suited to the audience, and you know that taking time to prepare pays off in the end. Review the strategies in this article, and challenge yourself to continue improving your presentation skills.</p>

From : http://www.mindtools.com/pages/article/newCS_96.htm



Activity 4. Some advice for giving a presentation

Here is some advice for giving a presentation. Choose verbs from the box below to fill gaps, as in the examples.

use	look	don't write	don't speak	answer
ask	don't	read	check	pause
				prepare

Secrets of a successful presentation

...*Prepare*... your presentation in advance.*Don't write*..... everything you want to say – just the main points.

.....(3)..... at your audience.(4)..... your notes all the time.

.....(5)..... visual information to illustrate your presentation, and.....(6)..... that every body can read it.

.....(7)..... too quickly.(8)..... every two minutes to give people time to think about what you're saying.

.....(9)..... your audience to wait until the end to ask questions.

.....(10)..... questions immediately.

Activity 5: Phrases for your presentation.

1. Greeting, Name, position (การทักทาย, ชื่อ, ตำแหน่ง)

Good morning. My name's.....I'm the new manager.

Ladies and Gentlemen. It's an honor to have the opportunity to address such a distinguished audience.

Good morning. Let me start by saying just a few words about my own background. I started out in....

Welcome to I know I've met some of you, but just for the benefit of those I haven't, my name's

2. Title (หัวข้อที่จะพูด) I'd like to talk (to you) today about...

I'm going to present the recent...

I'm going to explain...

I'm going to brief you about...

I'm going to inform you about...

I'm going to describe...

I'm going to give a demonstration on...

3. Purpose (จุดมุ่งหมาย)

The purpose of this talk is to update you on...

The purpose of this talk is to put you picture about...

The purpose of this talk is to give you the background to...

The purpose of this talk is to describe...

The purpose of this talk is to demonstrate...

The purpose of this talk is to show you...

4. Length (ระยะเวลาที่พูด)

I shall only take (...) minutes of your time.

I plan to be brief. This should only last (...) minutes.

5. Outline/ Main parts (เค้าโครง/ ประเด็นหลัก)

I've divided my presentation into four parts/ sections. They are...

Firstly/first of all...Secondly/ then/ next...Thirdly/ and then we come to...Finally/lastly/last of all...

6. Questions.(คำถาม)

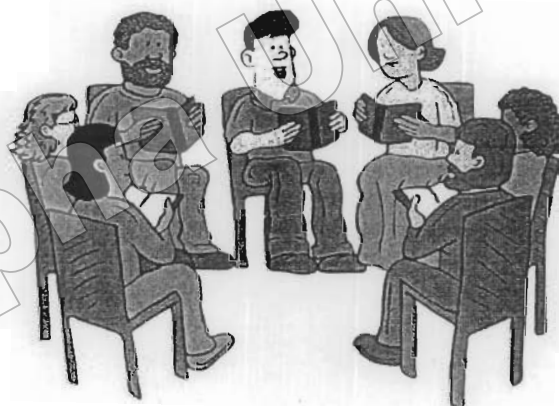
I'd be glad to answer any questions at the end of my talk.

I'd be glad to answer any questions at the end of my presentation.

If you have any questions, please feel free to interrupt.

Please interrupt me if there's something which needs clarifying.

Otherwise, there'll be time for discussion at the end.



Example of oral presentation:

Good morning, ladies and gentlemen. It's a pleasure¹ to be with you today. My name's....., and I'm in charge² of corporate finance at our headquarters here in Had Yai. We are here today to review some figures and to outline financial strategy over the next five years. So what I intend to do is to break down³ this presentation into three parts⁴: first, the financial review; second, the options facing us; and finally, the strategy I propose. If you have any questions, please feel free⁵ to interrupt me, but I should also say there'll be an opportunity⁶ to discuss issues at greater length after my talk.

มีคำให้เลือกใช้แทนคำ

1. I'm delighted
2. I take care
3. divide
4. sections
5. don't hesitate
6. a chance

Phrases to start your presentation

(Taken from Erica J. Williams. *Presentations in English: Find your Voice as a Presenter*. MacMillan Press 2008)

1. On behalf of Mr. Keane, may I welcome you to Jackson Inc.

My name's Jo

Black and I'm responsible for...

2. My purpose today is to ...

3. I'm going to develop three main points. First, ... Second, ... Third, ...

4. Let me introduce myself. I am ... I am a ...

5. I'll pass round copies of my slides so you can make notes as I go through the presentation. ...

6. Before I continue, let me tell you something about myself.

7. Today I would like to give you a general overview of ...

8. I've divided my presentation into three main points. I would like to begin with ...

9. So, I'll be addressing three main points and the first one is going to be ..The second point will be And finally the last point is

10. I'm going to outline three proposals. Firstly, I'll ..., Then, I'd like to ... and finally ...

11. Today, I'm going to bring you up to date with ...

12. The presentation should last about five minutes ...

13. We'll take a short coffee break at about 10:30.

14. My objective today is to ...

15. Morning everyone. Thank you for coming, My name is Luca and I'm in charge of ...

16. If you have any questions, I'd be grateful if you could leave them until the end.

17. I'm happy to take any questions after that.

18. For those who don't know me, my name is Carlos Lopez and I'm the managing director.

19. We can take two or three questions at the end of each point.

20. You don't need to take notes as we'll be handing out presentation booklets.

21. I would like to start with ... And then ... Lastly ...

22. Today, I'm going to tell you ...

23. What I am going to do today is review ...

24. Please feel free to interrupt me at any time if you have a question.

25. The reason we are here today is to ...

26. Morning everyone. I'm ... I'm a ... at ...



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ศัพท์ที่ควรรู้สำหรับผู้บริหารโรงเรียน

ภาษาไทย	ภาษาอังกฤษ
ระดับอนุบาล	Anuban (Pre-school, kindergarten) level
นักเรียนอนุบาล	Pre-school children
ครู	Teacher
นักเรียน	Student
ระดับประถมศึกษา	Prathomsuksa (Pre-school) level
ชั้น ป. 1 เทียบกับเกรด 1	Prathomsuksa 1 (grade 1)
ระดับมัธยมศึกษา	Matthayomsuksa (Secondary) level
ชั้น ม. 1 เทียบกับเกรด 7	Matthayomsuksa 1 (grade 7)
ระดับมัธยมศึกษาตอนต้น	Lower secondary level
ชั้น ม. 4 เทียบกับเกรด 10	Matthayomsuksa 4 (grade 10)
ระดับมัธยมศึกษาตอนปลาย	Upper secondary level
นิสิต/ นักศึกษา	College / University student
ครู/ อาจารย์ (ระดับประถม/ มัธยม)	Teacher
ครู/ อาจารย์ (ระดับวิทยาลัย/ มหาวิทยาลัย)	Instructor/ Lecturer
ผู้ช่วยศาสตราจารย์	Assistant Professor (Asst.Prof.)
รองศาสตราจารย์	Associate Professor (Assoc.Prof.)
ศาสตราจารย์	Professor (Prof.)
นิสิต/นักศึกษา	Graduate student
การศึกษาระดับบัณฑิตศึกษา	Graduate studies
บัณฑิตวิทยาลัย	Graduate school/ Faculty of Graduate Studies
ระดับปริญญาโท	Master's degree level
วิทยานิพนธ์	Master thesis
คณะกรรมการควบคุมวิทยานิพนธ์	Thesis Advisory Committee

ภาษาไทย	ภาษาอังกฤษ
วิทยานิพนธ์	Master thesis
คณะกรรมการควบคุมวิทยานิพนธ์	Thesis Advisory Committee
ประธานควบคุม	Principle Advisor
กรรมการควบคุม	Co-advisor
การสอบประมวลความรู้	Comprehensive Examination
ระดับปริญญาเอก	Doctor's degree level
วิทยานิพนธ์/ ปริญญานิพนธ์	Doctoral Dissertation
คณะกรรมการควบคุมวิทยานิพนธ์	Dissertation Advisory Committee
ประธานควบคุม	Principle Advisor
กรรมการควบคุม	Co-advisor
ระดับประกาศนียบัตรหลังปริญญาเอก (ภายหลังจบปริญญาเอก)	Post Doc Level
ผู้อำนวยการโรงเรียน	School Director
ผู้บริหาร	Administrator
ผู้บริหารสถานศึกษา	Educational Instruction Administrator
ผู้บริหารการศึกษา	Educational Administrator
บุคลากรทางการศึกษา	Educational Personals
การศึกษาภาคบังคับ	Compulsory Education
พื้นที่บริการการศึกษา	Educational Service Area
สมาคมผู้ปกครองและครู	Parent-Teacher Association
การบริหาร	Administration
การจัดการ	Management
ครู/ อาจารย์ ประจำ	Permanent teacher
ครู/ อาจารย์ อัตราจ้าง	Contract teacher
นิสิตฝึกสอน	Student teacher

ภาษาไทย	ภาษาอังกฤษ
การกีฬาแห่งประเทศไทย	Sport Authority of Thailand (S.A.T.)
สมาคมกีฬาจังหวัด: (ชื่อจังหวัด)	Province Sport Association
กีฬาเยาวชนแห่งชาติ	Youth National Games
โรงพยาบาลรักษาโรคทั่วไป	General Hospital
โรงพยาบาลมหาวิทยาลัย	University Hospital
โรงพยาบาลชุมชน	Community Hospital
โรงพยาบาลจังหวัด	(The Name of province) Hospital
โรงพยาบาลศูนย์	Regional Hospital
โรงพยาบาลเอกชน	Private Hospital
โรงพยาบาลที่มีชื่อเฉพาะ	(The Name of province) Hospital
สถานีอนามัย	Community Health Care Center
คลินิกแพทย์	Doctor's/ Medical Clinic
อาจารย์พี่เลี้ยง	School Supervisor/ Cooperating Teacher
อาจารย์นิเทศ	University/ College Supervisor
กลุ่มโรงเรียน	School Cluster/ Unified School District
พ.ร.บ. การศึกษาแห่งชาติ พ.ศ. 2542:1999	National Education Act/ National Education Act B.E. 2542 (1999)
กระทรวงศึกษาธิการ	Ministry of Education
กระทรวงการศึกษา ศาสนาและวัฒนธรรม	Ministry of Education, Religion and Culture
สภาการศึกษา ศาสนาและวัฒนธรรมแห่งชาติ	National Council of Education, Religion and Culture
คณะกรรมการการศึกษาขั้นพื้นฐาน	Commission for Basic Education
คณะกรรมการการศึกษาระดับอุดมศึกษา	Commission of Higher Education

ภาษาไทย	ภาษาอังกฤษ
สนง. มาตรฐานและประเมินคุณภาพ การศึกษาแห่งชาติ	Office of National Education Standards and Quality Assessment
สนง.ปฏิรูปการศึกษา	Educational Reform Office
การปฏิรูปการศึกษา	Educational Reform
การประกันคุณภาพทางการศึกษา	Quality Assurance in Education
เขตพัฒนาพื้นที่ชายฝั่งทะเลภาคตะวันออก	Eastern Seaboard Development Area
โครงการพัฒนาพื้นที่ชายฝั่งทะเลภาค ตะวันออก	Eastern Seaboard Development Project
เขตการศึกษา	Educational Region
หลักสูตรท้องถิ่น	Local/ School Curriculum
สนง.คณะกรรมการการศึกษาแห่งชาติ	Office of National Education Commission
คณะกรรมการการศึกษาแห่งชาติ	National Education Commission
สนง.การประถมศึกษาแห่งชาติ	Office of National Primary Education
สนง.คณะกรรมการการศึกษาเอกชน	Office of The Private Education Commission
การปฏิรูปการศึกษา	Educational Reform
การประกันคุณภาพทางการศึกษา	Quality Assurance in Education
กรมพลศึกษา	Department of Physical Education
กรมอาชีวศึกษา	Department of Vocational Education
โรงเรียนรัฐบาล	Public School
โรงเรียนราษฎร์-เอกชน	Private School
โรงเรียนประถมศึกษา	Primary School
โรงเรียนมัธยมศึกษา	Secondary School
โรงเรียนขยายโอกาสทางการศึกษา	Opportunity Expansion School

ภาษาไทย	ภาษาอังกฤษ
โรงเรียนเทคนิค	Technical School
วิทยาลัยเทคนิค	Technical College
วิทยาลัยอาชีวศึกษา	Vocational College
วิทยาลัยเกษตรกรรม	Agricultural College
กรมพลศึกษา	Department of Physical Education
ศาลาว่าการเมือง	City/Town Hall
วิทยาลัยชุมชน	Community College
เขตเทศบาล	Municipality
นายกเทศมนตรี	Mayor
สมาชิกสภาเทศบาล	Municipal Council Member
องค์การบริหารส่วนท้องถิ่น	Local Administration Organization
องค์การบริหารส่วนตำบล	Sub-District Administration Organization
สนง. อบต.	Sub-District Administration Office
คณะกรรมการ อบต.	Sub-District Administration Council
องค์การบริหารส่วนจังหวัด	Provincial Administration Organization
สนง. อบจ.	Provincial Administration Office
คณะกรรมการ อบจ.	Provincial Administration Council
ศาลากลางจังหวัด	Provincial Hall
ที่ว่าการอำเภอ	District Office
ศูนย์เด็กเล็ก	Day Care Center
ปวช.	Vocational Certificate
ปวส.	High Vocational Certificate
ปริญญาตรี	B.A. (Bachelor of Arts)
ปริญญาโท	M.A. (Master of Arts)

ภาษาไทย	ภาษาอังกฤษ
ปริญญาเอก	Ph.D. (Doctor of Philosophy)
การศึกษานอกโรงเรียน (กศน.)	Non-Formal Education
การศึกษาผู้ใหญ่	Adult Education
วิทยาลัยสารพัดช่าง	Polytechnic College
กระบวนการ	Process
ผลสัมฤทธิ์	outcome
กระบวนทัศน์	paradigm
การพัฒนาที่ยั่งยืน	sustainable development
ธรรมาภิบาล	good governance
ความร่วมมือ	co -operation
การสร้างเสริมเข้มแข็ง	empowerment
ความเท่าเทียม	equity
ความยั่งยืน	sustainability
ความมั่นคงปลอดภัย	security
การพึ่งตนเอง	self - reliance
การวิเคราะห์	analysis
การสังเคราะห์	synthesis
การคิดเชิงระบบ	systems thinking
การคิดแบบสร้างสรรค์	creative thinking
การคิดแบบเชื่อมโยง	associative
คิดแบบยั่วยุ	provocative
การคิดแบบเส้นตรง	linear thinking
ปฏิสัมพันธ์	interaction
การมีส่วนร่วมของประชาชน	people's participation
ประชาพิจารณ์	public hearing

ภาษาไทย	ภาษาอังกฤษ
การวางแผนยุทธศาสตร์	strategic planning
สถานการณ์	Situation
นโยบาย	policy
ผู้นำ	leader
ยุทธวิธี หรือ กลยุทธ์	tactics
แผนยุทธศาสตร์	strategic plan
วิสัยทัศน์	vision
เป้าประสงค์	purpose
พันธกิจ	mission
ความรู้เรี่ยบ	tacit knowledge
ความรู้ที่อธิบายได้ ถ่ายทอดได้และบันทึกไว้	explicit knowledge
อัตลักษณ์	identity
การสร้างเครือข่าย	Networking
เครือข่ายทางสังคม	social network
ชุมชนเสมือนจริง	virtual community
จิตสำนึก	awareness, consciousness
จิตใต้สำนึก	Sub consciousness
จิตสาธารณะ	public minded
ผู้มีจิตสาธารณะ	spirited person
ประชาคมยุโรป	European Community
ประชาคมนานาชาติ	International Community
ประชาคมอาเซียน	Asian Community
ซีอีโอ (CEO)	Chief Executive Officer
สัญญาประชาคม	social contract

ภาษาไทย	ภาษาอังกฤษ
การพัฒนาที่ยั่งยืน	sustainable development
รัฐบาล	government
ผู้ว่าราชการจังหวัด	governor
การมีส่วนร่วม	participation
หลักนิติธรรม	rule of law
ความโปร่งใส	transparency
ผู้มีส่วนได้เสีย	stakeholders
มติร่วม	consensus
ประสิทธิผล	effectiveness
ประสิทธิภาพ	efficiency
ความรับผิดชอบ	accountability
วิสัยทัศน์เชิงยุทธศาสตร์	strategic vision
นวัตกรรม	innovation
ผลประโยชน์ทับซ้อน	conflict of interest
บูรณาการ	integration
การวางแผนพัฒนาแบบบูรณาการ	Integrated Development Planning - IDP
บริบท	context
ปรัชญา	philosophy
พลวัต	dynamic
ภูมิปัญญาชาวบ้าน	Local Wisdom
ระบบอุปถัมภ์	Patron-client System
โลกาภิวัตน์	globalization
ความเป็นสากล	universalization
กระแสต้านโลกาภิวัตน์	anti-globalization

ภาษาไทย	ภาษาอังกฤษ
โอท็อป (OTOP)	One Tambon One Product
ศักยภาพ	potential
เศรษฐกิจพอเพียง	sufficiency economy
คณะกรรมการบริหาร	board of directors
นายกรัฐมนตรี	Prime Minister
ความซื่อสัตย์ ตรงไปตรงมา	Integrity
จรรยาบรรณ	Ethic
การตัดสินใจ	Decision making
ให้อำนาจ, การให้อำนาจในการปฏิบัติการ	Empower
จัดลำดับความสำคัญของงาน	Prioritize
ไว้วางใจ, เชื่อใจใน	Trust
ตารางเวลา, กำหนดเวลา	Schedule
นักการภารโรง	Janitor
คนขับรถโรงเรียน	School's driver
ครูเวร/ยาม	School's guard
โรงอาหาร	Canteen
อาคารเรียน	Buildings
รองผู้อำนวยการฝ่ายวิชาการ	The vice director of academic affairs
รองผู้อำนวยการฝ่ายบุคลากร	The vice director of personnel affairs
รองผู้อำนวยการฝ่ายงบประมาณ	The vice director of financial affairs
รองผู้อำนวยการฝ่ายบริหารทั่วไป	The vice director of general affairs
คณะกรรมการนักเรียน	Student Committee



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