中國文化大學 跨域專長開課規劃

本單位開設之跨域專長，詳細資料如下表：

主開課系	英國語文學系
跨域專長中文名	職場英語溝通
跨域專長英文名	English for the Workplace
跨域專長簡稱：	職場英語
關鍵字：	專業英文(ESP)、生成式 AI、科技應用、職場應對、溝通、商務英語
跨域專長設立宗旨：	培養學生職場英語溝通能力，提升國際競爭力。
本跨域專長與本校重點發展項目與高教深耕計畫關鍵能力指標的關係	1. 根據當代 SDGs 永續發展議題進行探討，並做簡報練習 2. 認識生成式 AI 的基本應用與操作，並活用所學培養專業英文能力，掌握其應用趨勢 3. 多元教學方式，重視實際演練及課程互動討論，運用數位科技優化教學成效並培養自主學習能力 4. 注重人文素養，探討面對貧窮及多元文化等議題

編號	中/英文課名	課程資料	開課教師	備註
1	跨域人文：實用英文	■人文□社會□自然	姓名：邱碧娥	上學期實施
	PRACTICAL ENGLISH	■普通教室□專業教室□其他_____	單位：英文系	
2	跨域人文：職場英文寫作技巧	■人文□社會□自然	姓名：邱碧娥	上學期實施
	WORKPLACE ENGLISH: WRITING SKILLS	■普通教室□專業教室□其他_____	單位：英文系	
3	跨域人文：英語簡報	■人文□社會□自然	姓名：蔡佳靜	上學期實施
	PRESENTATION SKILLS IN ENGLISH	■普通教室□專業教室□其他_____	單位：英文系	
4	跨域人文：語言、文化與溝通	■人文□社會□自然	姓名：蔡佳靜	下學期實施
	LANGUAGE, CULTURE & COMMUNICATION	■普通教室□專業教室□其他_____	單位：英文系	
5	跨域人文：職場英語口語溝通	■人文□社會□自然	姓名：許毓秀	下學期實施
	ORAL COMMUNICATION IN ENGLISH FOR THE WORKPLACE	■普通教室□專業教室□其他_____	單位：俄文系	
6	跨域人文：商務英文溝通	■人文□社會□自然	姓名：許毓秀	下學期實施
	BUSINESS ENGLISH COMMUNICATION SKILLS	■普通教室□專業教室□其他_____	單位：俄文系	

是否跨單位組成	■否	
	□ 是	請說明共同開課單位有＿＿＿＿＿＿＿＿＿＿＿。 是否接受主開學系學生修習： 　□ 否 　□ 是。請說明所開課程與原學系課程的差異：

申請單位主管：

課程名稱：跨域人文：實用英文（PRACTICAL ENGLISH）

一、開課教師姓名：　邱碧娥　　　　　　　　所屬單位與職稱：英文系/助理教授

二、課程分類：

　　■人文學科 □社會科學 □自然科學與數學 （只可擇一分類）

三、本課程歸屬的校教學目標：

　　■認識與理解多元文化 □關懷與省思當代社會議題
　　□具備科學素養與資訊應用的能力■增進語言溝通與表達的能力　　(至多可選兩項)

　　*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；
　　自然科學與數學須選〔科學素養〕。

四、本課程歸屬的校課程能力：

　　■藝術品味與人文涵養(20%) ■國際視野與多元文化(30%)
　　■社會關懷與公民責任(20%) ■邏輯思維與運算能力(30%)

五、課程教學目標：

　　本課程旨在培養學生英文聽說讀寫等四技能力，增進學生使用英文做為日常生活跨文化溝通的能力，強調實用與應用英文，並培養學生對中英文在語言與文化上差異之辨識與比較，以助實際應用英文有效溝通。此外，本課程也將 AI 輔助學習融入課程中，以利精進學生英文能力。

六、課程概述(中、英文)：

　　　　本課程旨在增進學習者使用英文做為日常生活跨文化溝通說與寫的能力及培養學生 AI 素養。本課程期望透過聽說讀寫等四技之綜合學習，修習本課程之學生，能習得或熟悉相當或充分的日常使用到的英文字彙、片語、習慣用語、與表達用法。本課程亦期望學生能增進英文文法與句型的正確知識，奠定有效的說與寫的溝通基礎。本課程之最終目標，期望學生修完本課程，具備聽說讀寫等語文技能，能夠在說英文為主之國家、文化或環境中生活或工作，使用英文做有效溝通。

　　This one-semester two-credit course, entitled "Practical English," aims to enhance learners' abilities in using English as a means for cross-cultural communication and cultivating students' AI literacy in everyday life. Through the integrated learning of the four skills (i.e., listening, speaking, reading and writing), learners taking this course are expected to acquire or to be familiar with a considerable or adequate quantity of English words, phrases, idioms, and expressions commonly used in daily life.

From this course, learners are also expected to acquire the accurate knowledge of grammar and syntax necessary for and conducive to effective daily communication in English speaking and writing. The ultimate goal of this course is to cultivate and promote learners' linguistic skills in listening, speaking, reading and writing to such a proficiency level as to be able to use English for effective communication in order to live or work in an English-speaking nation, culture or environment.

七、授課內容：

　　本課程涵蓋最常用或實用的主題，如：文化素養、多元閱讀與休閒與娛樂、國外旅遊醫療照護、不同國家的假日與傳統、科技創新發明等等。

This course is to be focused on the most useful or practical topics such as those related to eating, shopping, housing, transportation, recreation and entertainment, sports, traveling, banking, telephoning, asking directions, socializing, social media, advertisements, and so on.

八、授課方式：

講授、小組和結對討論、影音媒體輔助學習、習題練習、問答互動、特邀演講嘉賓

Lecturing, group and pair discussion, audio-video media assisted learning, exercises, Q&A and Interactions, guest lecturer invited to class

九、學生在本課程所培養的具體能力：

英文聽說讀寫等四技能力

跨文化溝通能力

AI 素養能力

十、評量方法：

期中測驗評量 20%

期末口試評量 30%

出席紀錄及課堂參與 20%

小考及作業 30%

十一、上課用書：

Connectivity Level 3 by Jaon Saslow & Allen Ascher, Pearson Education

十二、參考書目：

Staci Johnson, et. al. Power on 4: Life skills English, Cengage Learning

謝孟諺. 一本搞定 ChatGPT，財經傳訊

十三、課程需求：

學生須具備初級英文程度

十四、教學進度：

週次	上課內容	補充說明（例如：閱讀內容與範圍、實作練習、特殊課堂活動...）
1	Introduction to Course	
2	Becoming Culturally Literate -introduce people who may have something in common	1..2..3.. Large Group Icebreaker Acitivity
3	Becoming Culturally Literate -grammar knowledge: present perfect and tag	Grammar activity: Say it Correctly

	questions -make a small talk	
4	Guest Lecturer -differences between British and American Culture	An English-native speaker will come to give a talk.
5	What We Read -talk about a newspaper or magazine articles	Book Genres Activity: Identify book genres (term and definition matching)
6	What We Read -discuss formats of educational materials - grammar knowledge: noun clause: embedded questions	AI-Enhanced learning: Develop students' skills to use AI
7	What We Read -discuss tastes in leisure reading	Reading Article Provided
8	Review for Midterm Exam	
9	Midterm Exam	
10	Taking Care of Yourself -explain why you can't come to class or work	Speaking activity: Give reasons to…
11	Taking Care of Yourself -express wishes and regrets - grammar knowledge: wish to express regrets and desires	Videos provided
12	Taking Care of Yourself -Recommended treatments and medications -Compare approaches to health care	Worksheet provided
13	Holidays and Traditions -exchange holiday greetings - compare holidays - grammar knowledge: adjective clauses	Culture awareness activity: Same gestures but imply differently
14	Holidays and Traditions -ask about local traditions -describe wedding customs	Speaking activity: talk to TalkPal(AI tool)
15	Innovations -describe new kinds of products -imagine a different past outcome	Writing activity: Adjectives for describing products, process, or ideas
16	Innovations -describe inventors and their inventions -consider the impact of historical inventions	1.Reading Article Provided 2.Speaking & Writing activity: guess who the inventor is
17	Oral Presentation	
18	Oral Presentation	

課程名稱：跨域人文：職場英文寫作技巧（WORKPLACE ENGLISH: WRITING SKILLS）

一、開課教師姓名： 邱碧娥　　　　　　　**所屬單位與職稱：英文系/助理教授**

二、課程分類：
　　■人文學科 □社會科學 □自然科學與數學（只可擇一分類）

三、本課程歸屬的校教學目標：
　　■認識與理解多元文化 □關懷與省思當代社會議題
　　□具備科學素養與資訊應用的能力■增進語言溝通與表達的能力　（至多可選兩項）
　　*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；
　　自然科學與數學須選〔科學素養〕。

四、本課程歸屬的校課程能力：
　　■藝術品味與人文涵養(20%) ■國際視野與多元文化(30%)
　　■社會關懷與公民責任(20%) ■邏輯思維與運算能力(30%)

五、課程教學目標：
　　本課程旨在增進學生英文寫作能力與技巧，熟悉跨文化之內涵，能具備相當程度之英文寫作技能與知識，利用 AI 工具潤飾文稿與外語編修，寫出更有效率、通順、適當與正確之英文應用於商業界與辦公室等職場上之溝通。

六、課程概述(中、英文)：
　　本課程期望學生能增進職場上常用的字彙、片語與表達用語之能力，並搭配專業 AI 寫作工具 (Grammarly),培養職場英文寫作能力。本課程也期望學生能增進句子與文法的理解，對正式與非正式用法之辨識，以及對文化差異之辨識，期能達到職場上更有效的英文書寫溝通。本課程將涵蓋職場英文寫作的理論與實務，探討實際寫作範例，與充分的練習與習作。本課程期望學生應用英文於職場上之寫作溝通能力，能奠定相當之基礎，做為未來持續進修與充實。

This course aims to enhance students' ability to use common vocabulary, phrases, and expressions in the workplace, while also developing their workplace English writing skills by utilizing the professional AI writing tool, Grammarly. In addition, they are expected to increase their understanding of sentence structures and types, of distinguishing degrees of formality and informality in language use, and of cultural differences in communication in written English to meet the needs of the workplace. Both the theories and practices of writing for the workplace will be equally emphasized in this course

with ample model examples to learn and with ample assignments to write. Learners taking this course are also expected to lay down a firm foundation in English writing ability for future self-enrichment in more effective written communication in English.

七、授課內容：

本課程包含的可能主題如下：商務書信之格式與體例；電子郵件寫作；介紹信；備忘錄；職場報告；商務邀請；抱怨之處理；職場請假；恭賀信等。

八、授課方式：

講授、小組和結對討論、影音媒體輔助學習、習作練習、 角色扮演、問答與互動

Lecturing, group and pair discussion, audio-video media assisted learning, exercises, role play, Q&A and interactions

九、學生在本課程所培養的具體能力：

增進英文句子與文法的理解，對正式與非正式用法之辨識

職場英文寫作溝通能力

AI 素養能力

十、評量方法：

期中測驗評量 20%

期末測驗評量 30%

出席紀錄考核評量 20%

小考、作業及課堂參與 30%

十一、上課用書：

自編講義

十二、參考書目：

Roger Barnard and Anotoinette Meehan. Writing for the real world: An introduction to business writing, Oxford.

羅慕謙(譯)。英文商務書信範例及應用(第 3 版)，寂天出版社

十三、課程需求：

學生須具備初級英文程度

學生須在課外時間完成線上語法作業

十四、教學進度：

週次	上課內容	補充說明（例如：閱讀內容與範圍、實作練習、特殊課堂活動…）
1	Introduction to Course	1. Instructions for online grammar practice assignments 2. Use AI tools to provide instant feedbacks for students' writing
2	What is business writing? -How do I begin to write well for business? -three business letter styles	Free writing activity conducted
3	Email etiquette	Fill in blank Sample business letter

	-What is email etiquette? -How to write effective email messages? -formal and informal writing	provided for practicing
4	Email etiquette -email etiquette guidelines	Writing activity: find out the mistakes from the email letter
5	Introducing yourself -an email to a customer	Sentence scramble activity
6	Writing a Memorandum -context -direct writing -heading -task	Online questions about memo conducted to evaluate students' knowledge about memo
7	Writing a Memorandum -Office memo	Paragraph scramble activity
8	Review for Midterm Exam	
9	Midterm Exam	
10	Writing a report - techniques for using charts and images	Samples provided
11	Writing a report -write s short report on a business trip -giving reasons -describe graphs and charts	Pair work writing activity
12	Writing an invitation -What information should be included?	Have students to use ChatGPT to compare their before and after invitations
13	Writing an invitation - write formal and informal invitations	Use Grammarly to check writing
14	Complaints and Responses -introducing a complaint -explaining a problem -being firm and reasonable	Video provided
15	Complaints and Responses - Reply as soon as possible -Thank you to the customer for pointing out product or service problems -Show the customer your specific actions to the problems he points out	Role-play activity
16	Letter of Congratulations -design your individual format letter	AI Art Generator introduced
17	Review for Final Exam	
18	Final Exam	

課程名稱：跨域人文：英語簡報（PRESENTATION SKILLS IN ENGLISH）

一、開課教師姓名： 蔡佳靜　　　　　　　所屬單位與職稱：英國語文學系副教授

二、課程分類：
　　　■人文學科 □社會科學 □自然科學與數學（只可擇一分類）

三、本課程歸屬的校教學目標：
　　　■認識與理解多元文化 □關懷與省思當代社會議題
　　　■具備科學素養與資訊應用的能力□增進語言溝通與表達的能力　（至多可選兩項）
　　　*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；
　　　　自然科學與數學須選〔科學素養〕。

四、本課程歸屬的校課程能力：
　　　■藝術品味與人文涵養(20%) ■國際視野與多元文化(40%)
　　　■社會關懷與公民責任(10%) ■邏輯思維與運算能力(30%)

五、課程教學目標：
　　　在學習了這門課程之後，你將會：
- 設計及發展出一個有趣的簡報藍圖（建立一個吸引聽眾的簡報架構）
- 利用你的聲音、肢體語言、及移動方式來吸引聽眾
- 如何聆聽與處理聽眾們的問題
- 了解個人做簡報時的優缺點，以利改進
- 利用電腦科技，製作出動畫簡報內容
- 根據當代 SDGs 永續發展議題，來進行英文簡報練習

By the end of this course on presenting your topic, you will be able to:
- o Structure a presentation correctly, and know which information elements to include
- o Give a successful presentation in an academic setting
- o Understand and overcome your own strengths and weaknesses in presenting in English

In particular, you will be able to:
- o Design clear, interesting visuals
- o Ensure a good rapport with the audience
- o Use your voice in such a way that the audience keeps listening
- o Handle the audience's questions politely and appropriately

- o Practice technological skills to vivify visual aids for presentation
- o Practice Presentation skills based on the SDGs issues

六、課程概述(中、英文)：

你有想過如何來發表你的文章或演講嗎? 一個好的演講及簡報能夠賦予聽眾靈感、影響及說服聽眾。在這門課裡面，你將會學到如何去準備及改善你的簡報能力。你也會學到如何地利用聲音與畫面去有效地傳達訊息， 以及如何去處理聽眾們的問題。

Have you ever wondered how you can present your research results in a more confident manner? A good presentation can inspire, influence, persuade and motivate an audience. In this course you will learn how to improve both your preparation and your presentation skills. You will discover how to design your visuals in the clearest and most appropriate way, structure your presentation correctly, get and keep the audience's attention, make good use of your voice and body language, and handle questions from the audience.

七、授課內容：

上課會講解英文簡報的各項技巧，課堂主要會以示範及討論的方式進行，並以 SDGs 的議題作為報告的主題， 學生必須要自己上網觀看 IBM 公司的免費開放式雲端課程中的海洋生態的主內容，並運用老師上課所教的簡報的技巧來作分組報告，期末時將會有個人單獨報告，藉以達到多元評量及強化學生學習之成效。

The course will cover various techniques for delivering English presentations. The class will be conducted mainly through demonstrations and discussions, with SDGs issues as the main topic of the reports. Students are required to watch the main content of IBM's free open cloud course on marine ecology and use the presentation skills taught by the teacher to make group reports. At the end of the term, there will be an individual report to achieve diverse assessment and enhance student learning outcomes.

八、授課方式：

課堂講解/分組討論/翻轉教學
Lecture/group discussion/ flipped learning

九、學生在本課程所培養的具體能力：

簡報技巧/電腦及媒體素養/SDGs 永續發展概念與知識/自主學習能力
Presentation skills/computer skills/SDGs concepts/self-direct learning

十、評量方法：

課堂討論作業/期中分組報告/期末分組報告/海洋生態課程完成徽章
In-class assignment/group presentation for mid-term/ individual presentation for Final/Ocean Ecology course badge

十一、上課用書：

Speech Communication Made Simple 4th edition (Pearson Publisher)

十二、參考書目：

IBM MOOCs Platform (Ocean ecology)

十三、課程需求：

Group discussion/presentation

分組討論/上台報告

十四、教學進度：

週次	上課內容	補充說明（例如：閱讀內容與範圍、實作練習、特殊課堂活動…）
1	Introduction	
2	IBM MOOCs Platform Introduction & Register	
3	Development Self-Confidence	Ocean ecology self-learning Lesson 1
4	Old-bag Strategies & Tongue Twister	Ocean ecology self-learning Lesson 2
5	Delivering your speech message	Ocean ecology self-learning Lesson 3
6	Thesis Statement & Topic Sentences	Ocean ecology self-learning Lesson 4
7	Putting your speech together	Ocean ecology self-learning Lesson 5
8	Powerful presentation aids	Ocean ecology self-learning Lesson 6
9	Use technology to make presentation aids	Ocean ecology self-learning Lesson 7
10	Group Presentation for Ocean Ecology (SDGs-oriented topic)	
11	Group Presentation for Ocean Ecology (SDGs-	

	oriented topic)	
12	Speaking to inform	Slang role-play activity
13	Understanding Interpersonal Communication	Interpersonal Competence practice
14	Understanding Interpersonal Communication	Facial expression & gesture practice (in-class assignment)
15	Problem-solving group discussion	In-class assignment
16	Speaking to persuade	Building on areas of agreement transitions
17	Individual presentation	Final
18	Individual presentation	Final

課程名稱：跨域人文：語言、文化與溝通（LANGUAGE, CULTURE & COMMUNICATION）

一、開課教師姓名：蔡佳靜　　　　　　　　　　**所屬單位與職稱：英國語文學系/副教授**

二、課程分類：
　　　■人文學科 □社會科學 □自然科學與數學（只可擇一分類）

三、本課程歸屬的校教學目標：
　　　■認識與理解多元文化 □關懷與省思當代社會議題
　　　□具備科學素養與資訊應用的能力■增進語言溝通與表達的能力　**(至多可選兩項)**
　　　*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；
　　　自然科學與數學須選〔科學素養〕。

四、本課程歸屬的校課程能力：
　　　■藝術品味與人文涵養**(20%)** ■國際視野與多元文化**(30%)**
　　　■社會關懷與公民責任**(20%)** ■邏輯思維與運算能力**(30%)**

五、課程教學目標：
　　　本課程的目的在於介紹文化如何影響個人與社會價值觀的形成，以及進一步形成個人行為和社會規範的準則。透過學習與理解不同文化間的價值觀，引導同學更進一步的學習尊重、理解和包容日常生活中不同族群的差異。跨國企業的擴張與國際人才的流動推動了西方對於研究跨文化溝通的需求。當人們的日常生活受到高度的全球化及高速網路資訊的影響時，學習如何理解不同區域和族群的文化價值觀，除了能幫助我們更了解自己之外，也成為日常生活中和職場上，與來自不同文化和族群的人溝通合作，以及進一步相互學習不可或缺的能力。

The purpose of this course is to introduce how culture influences the formation of personal and social values, and further forms the criteria for individual behavior and social norms. By learning and understanding the values between different cultures, students are guided to further learn to respect, understand, and tolerate the differences among different ethnic groups in daily life. As a result, students' intercultural communication skills will be enhanced.

六、課程概述(中、英文)：
　　　本課主要著重於介紹跨文化溝通的理論與案例討論，理解個人價值觀和社會規範如何在不同的文化中形成和產生意義，以及認識跨文化溝通可能遭遇的挑戰和障礙。每堂課除了該周主題的

介紹與講課之外，會包含大量的小組討論，因此能在課堂間參與相關主題的討論和分享個人對於日常生活的觀察也是本課程中重要的一部分。本課的目標在於：(一) 介紹西方國家主流的跨文化溝通的理論；(二) 透過討論生活中常見的案例，增進學生對於理論的理解；(三) 培養學生獨立思考和分析的能力；(四) 幫助學生認識文化差異、偏見及培養學生挑戰文化偏見的能力；(五) 增進與社會中不同文化族群溝通的能力。本課程探討的主題包含認同、價值觀、性別、國籍、次文化、多元文化和異文化族群。本課程亦會鼓勵學生尋找自己日常生活中的異文化族群或是次文化族群作為觀察和討論的案例。希望在本課程結束後，學生們能對於自己的文化及價值觀有更多的認識，也能具有更敏銳的觀察度和開放的心胸理解不同的文化，並且具有基本跨文化溝通的概念與認識跨文化溝通的方法。最後，希望透過本課程讓學生將來能更有自信與自在的生活在一個多元文化的社會。

In this course students will learn basic theories of intercultural communication and have advanced discussions through a variety of cases to understand how individual values and social norms work differently in different cultures. This course will also introduce the challenges in intercultural communication. Group discussions play an important part in this course because it is important for students to share their own observations of their everyday life and to compare their understandings of the topic as a way of learning. The main goals of this course are as follows:

1. Introduce basic Western theories of intercultural communication;

2. Case study and discussions in our everyday life;

3. Develop students' ability of individual thinking and critical analysis;

4. Develop students' ability of understanding cultural differences and challenging biases;

5. Develop students' ability of communicating with different cultural communities in the society.

The main themes in this course include identity, values, East and West, gender, subculture, counterculture, multiple culture and the others. This course will encourage students to explore their first-hand experiences for course discussions and hope students will achieve advanced self-understanding and develop their skills of critical thinking.

七、授課內容：

本課程的目的在於介紹西方學者對於文化如何形成及成為個人價值觀和社會準則的一部分的討論，文化的形成與個人差異之間的關聯。本課程會進一步探討文化如何影響及指導我們對自我的認識以及對於他者的詮釋。分析文化如何影響個人在接觸異文化時的成為跨文化溝通的助力與阻力。本課程意在透過對於不同主題的和案例的討論，理解社會意義的形成、個體的認同的形成、不同文化之間價值觀的差異、以及如何進行跨文化的理解與溝通。

The purpose of this course is to introduce the discussions of Western scholars on how culture is formed and becomes a part of individual values and social norms, and the relationship between cultural formation and individual differences. This course will further explore how culture influences and guides our self-understanding and interpretation of others. This course aims to understand the formation of social meaning, individual identity, value differences between cultures, and how to achieve cross-cultural understanding and communication through discussions of different topics and cases.

。

八、授課方式：

講課、小組討論、口頭報告、課堂活動

Lecture/group discussion/oral presentation/in-class activities

九、學生在本課程所培養的具體能力：

跨文化能力/說話能力/溝通能力

Intercultural Competence/Speaking skills/Communication skills

十、評量方法：

課堂參與作業/分組主題討論/期中考/期末報告

In-class assignment/ group case study/mid-term/final presentation

十一、上課用書：

Intercultural Competence: Interpersonal Communication Across Cultures

十二、參考書目：

handouts

十三、課程需求：

In-class assignment/ group discussion/ presentation

課堂作業/分組討論/報告

十四、教學進度：

週次	上課內容	補充說明（例如：閱讀內容與範圍、實作練習、特殊課堂活動…）
1	Introduction	
2	Discourse, cultural diversity and communication: a linguistic anthropological perspective	
3	Discourse, cultural diversity and communication: a linguistic anthropological perspective	Pre-reading
4	A cognitive pragmatic perspective on communication and culture	Pre-reading
5	A cognitive pragmatic perspective on communication and culture	Role-play
6	Psychological perspectives: social psychology, language	Pre-reading
7	Psychological perspectives: social psychology, language	Role-play
8	Preview for mid-term (case study)	
9	Mid-term	
10	Emotion and intercultural adjustment	In-class activity

11	Multidisciplinary perspectives on intercultural conflict	In-class activity
12	Humor across cultures: joking in the multicultural workplace	videos
13	Ritual and style across cultures	
14	The impact of culture on interpreter behavior	Role-play
15	Differences and difficulties in intercultural management interaction	videos
16	Lingua franca communication in multiethnic contexts	
17	Group presentation	
18	Group presentation	

中國文化大學共同科目與通識教育中心
跨域專長課程教學大綱

（一課程一份大綱）

附件二

課程名稱：跨域人文：職場英語口語溝通（ORAL COMMUNICATION IN ENGLISH FOR THE WORKPLACE）

一、　　開課教師姓名：許毓秀　　所屬單位與職稱：俄文系/助理教授

二、　　課程分類：
　　　　■人文學科 □社會科學 □自然科學與數學 （只可擇一分類）

三、　　本課程歸屬的校教學目標：
　　　　■認識與理解多元文化 □關懷與省思當代社會議題
　　　　□具備科學素養與資訊應用的能力■增進語言溝通與表達的能力　(至多可選兩項)
　　　　*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；
　　　　自然科學與數學須選〔科學素養〕。

四、　　本課程歸屬的校課程能力：
　　　　■藝術品味與人文涵養(20%) ■國際視野與多元文化(50%)
　　　　■社會關懷與公民責任(10%) ■邏輯思維與運算能力(20%)

五、　　課程教學目標：
This course endeavors to cultivate students' proficiency in utilizing vocabulary, collocations, and idiomatic expressions in workplace English. It is designed to enhance students' oral communication skills in the professional workplace, specifically in English contexts. In addition, students enhance their workplace English learning through the help of generative AI and gain mastery of its applications.

本課程設計立意在強化學生職場口語溝通技巧，並致力於培養學生在職場運用英語詞彙、搭配詞和慣用語的能力。同時，學生藉由生成式 AI 提升職場英語學習，掌握其應用趨勢。

六、　　課程概述(中、英文)：
Students will learn skills through activities that stress a career-focused use of spoken English. Students will practice English in a variety of simulated workplace situations such as routine workplace interactions, job interviews, business meetings, a trade show, entertaining clients, and brand building. The use of communication strategies to mitigate communication problems and barriers is another focus of the course. Important English expressions and sentence patterns are practiced to facilitate real-life workplace communication in English. One last goal of this course is to leverage the extensive use of

generative AI in language learning, enhance English conversation practice, and effectively cultivate students' interest in learning workplace English. The course introduces the learning of generative AI, such as ChatGPT, to familiarize students with its operation and applications, thereby connecting them to the AI industry.

本課程中，學生藉由以職涯為導向的課堂活動學習英語口語技能。學生會在多種模擬職場的情境下，練習相關的口語英文，如一般職場會話，英語面試，商務會議，貿易展場，招待客戶，品牌建立等。本課程的另一目標是運用溝通策略降低溝通障礙。實際的課堂練習包含重要的相關英文詞彙及經典慣用語運用。最後，本課程利用生成式 AI 於語言學習上的廣泛使用，強化英語對話練習，以有效提升學生學習職場英文的興趣。本課程導入生成式 AI(如，ChatGPT)的學習，藉由介紹生成式 AI 使學生熟悉其操作與應用，以對接 AI 產業。

七、　授課內容：
1. 以每個單元的對話範例導引學生學習重要的詞彙和句型
2. 幫助學生虛擬情境分組練習
3. 通過該單元的職場文化介紹，避免溝通誤解
4. 實際操作並應用生成式 AI 於職場英語學習中

八、　授課方式：
1. 課堂講授　Lectures
2. 課堂討論　Group discussion
3. 分組練習　Group practice
4. 網路平台操作 Online platform operation

九、　學生在本課程所培養的具體能力：
1. 職場英語口語溝通技能
2. 實際操作並應用生成式 AI 的能力

十、　評量方法：
1. 穩定出席　Regular attendance　15%
2. 課堂參與　Class participation　10%
3. 口頭報告　Oral Presentation　25%
4. 期中測驗　Midterm Exam　25%
5. 期末測驗　Final Exam　25%

十一、　上課用書：
To be announced.

十二、　參考書目：
English Works for the Office 3. Susan Crosthwaite. Taipei: Caves Publishing, 2017.
Workplace English, Office File: Student Book. Marc Helgesen and Keith Adams. England: Longman,

1995.

English for the Office. Brendan Moore. Taipei: Caves Books, 1983.

Generative AI: How ChatGPT and Other AI Tools Will Revolutionize Business. Tom Taulli. Berkeley: Apress, 2023.

Responsive and Sustainable Educational Futures: 18th European Conference on Technology Enhanced Learning, EC-TEL 2023, Aveiro, Portugal, Sept. 4-8, 2023: Proceedings. Ed. Olga Viberg, Ioana Jivet, Pedro J. Munoz-Merino, Maria Perifanou, Tina Papathoma. Switzerland: Springer, 2023.

十三、 教學進度：

週次	上課內容
1	1. Introduction to course (course syllabus, course calendar, class policies & classroom decorum) 2. Get acquainted with one another
2	Unit 1: Companies
3	Unit 1: Companies
4	Unit 2: Contacts
5	Unit 2: Contacts
6	Unit 3: Products & Services
7	Unit 3: Products & Services
8	Unit 4: Visitors
9	Unit 4: Visitors
10	Midterm Exam
11	1. Introduction to Generative AI & Its Applications 2. Unit 5: Customer Service
12	Unit 5: Customer Service
13	Unit 6: Employment
14	Unit 6: Employment
15	Unit 7: Business Trip
16	Unit 7: Business Trip
17	Group Presentations: Generative AI Projects

18	Final Exam

中國文化大學共同科目與通識教育中心
通識課程教學大綱

課程名稱：跨域人文：商務英文溝通 (BUSINESS ENGLISH COMMUNICATION SKILLS)

一、開課教師姓名：許毓秀　　　　　　所屬單位與職稱：俄文系/助理教授

二、課程分類：

■人文學科 □社會科學 □自然科學與數學（只可擇一分類）

三、教學目標：

■認識與理解多元文化 □關懷與省思當代社會議題

■具備科學素養與資訊應用的能力□增進語言溝通與表達的能力　**(至多可選兩項)**

*人文學科須選〔認識與理解多元文化〕；社會科學須選〔關懷與省思當代社會議題〕；

自然科學與數學須選〔科學素養〕。

四、教學目標內涵：

Through mini-lectures and a series of in-class activities such as pair work, role-playing, group discussion, and oral presentations, students develop effective communicative skills in Business English and master business communication etiquette. In addition, students enhance their business English learning through the help of generative AI and gain mastery of its applications.

透過小型講授課和一系列課堂活動，如小組合作、角色扮演、團體討論和口頭報告，學生培養在商務英語中的有效溝通技巧，並掌握商務溝通禮儀。同時，學生藉由生成式 AI 提升商務英語學習，掌握其應用趨勢。

五、課程能力：

■藝術品味與人文涵養(30%) ■國際視野與多元文化(50%)

■社會關懷與公民責任(10%) ■邏輯思維與運算能力(10%)

六、課程概述(中、英文)：

This listening-speaking course aims to expand students' understanding of business English in the office and enhance their communication abilities. Through simulated business scenarios and conversation exercises, students increase their vocabulary and become familiar with its usage. Students also learn the correct use of collocations, phrases, and idiomatic expressions in Business English. Topics of interest may include, but are not limited to marketing strategies, sales, crisis management, startups, customer service, and business ethics. In addition, oral communication skills (e.g., tone and intonation) will also be practiced through class activities. The secondary goal of this course is to leverage the extensive use of generative AI in language learning, enhance English conversation practice, and effectively cultivate students' interest in learning business English. The course introduces the learning of generative AI,

such as ChatGPT, to familiarize students with its operation and applications, thereby connecting them to the AI industry.

本課程的主要目標是在擴展學生對商務英文的瞭解，提升學生商務英文聽與說的溝通能力。透過模擬的商務情境和實際的對話練習，學生增加商務英文字彙量，並熟悉其用法，亦認識配搭字、片語與慣用語的正確使用。上課的主題包含但不限於：買賣銷售、危機處理、行銷策略、新創公司、客服與企業倫理。課堂上，細部口語溝通技巧，如聲調和語氣等亦會透過課堂活動進行練習。本課程的次要目標是利用生成式 AI 於語言學習上的廣泛使用，強化英語對話練習，以有效提升學生學習商務英文的興趣。本課程導入生成式 AI(如，ChatGPT)的學習，藉由介紹生成式 AI 使學生熟悉其操作與應用，以對接 AI 產業。

七、授課內容：

The course is designed to prepare students to use English in business and professional settings. While offering language instruction and training in business communication, this course seeks to give students practice in speaking English to enhance students' oral and listening skills. While much attention will be devoted to communicative speaking activities that incorporate the skills and language learned and practiced, this course will equip students with the rules and guidelines of communication etiquette in business. Language skills addressed in this course include business vocabulary development, listening, and oral intelligibility. Throughout the semester, students are expected to give presentations, participate in discussions, and work in pairs or groups. Each class meeting is organized around a set of instructional materials (visual and/or auditory) focusing on one theme. These materials provide some focal points around which our class activities revolve. On the other hand, students become acquainted with the basic applications and operations of generative AI. They apply what they have learned in creative ways.

為了培養學生在商務環境中使用英語的能力，本課程強調學理與應用並濟。授課內容包含常見的商務往來用語、合約中的法律詞彙與商務溝通禮儀。本課程亦加強商務口說練習，以培養學生語言技能，提升口語表達清晰性與流暢度。學生於課堂中進行口頭報告、參與小組討論，並完成小組任務。每週課程都環繞一個商務主題，並適時搭配相關視聽教材使用。與此同時，學生認識生成式 AI 的基本應用與操作，並活用所學。

八、授課方式：

This course aims to foster an interactive and dynamic learning environment. To that end, each lesson plan addresses and integrates one or more of the following components:
1. Digital & audiovisual materials 數位視聽教材
2. Role-playing 角色扮演
3. Group discussion 分組討論
4. Online platform operation 網路平台操作
5. Impromptu speaking 即席口說訓練

九、評量方法：

Regular attendance 15%　穩定出席
Class participation 10%　課堂參與
Oral Presentation 25%　口頭報告
Midterm Exam 25%　期中測驗
Final Exam 25%　期末測驗

十、上課用書：

To be announced.

十一、　參考書目：

Introducing Business English. Catherine Nickerson and Brigitte Planken. Abingdon, Oxon: Routledge, 2016.

Business English at Work. Susan Jaderstrom and Joanne M. Miller. Boston: McGraw-Hill Irwin, c2007.

Business English Essentials. Price R. Voiles. New York: McGraw-Hill, 1993.

Generative AI: How ChatGPT and Other AI Tools Will Revolutionize Business. Tom Taulli. Berkeley: Apress, 2023.

Responsive and Sustainable Educational Futures: 18th European Conference on Technology Enhanced Learning, EC-TEL 2023, Aveiro, Portugal, Sept. 4-8, 2023: Proceedings. Ed. Olga Viberg, Ioana Jivet, Pedro J. Munoz-Merino, Maria Perifanou, Tina Papathoma. Switzerland: Springer, 2023.

十二、　課程需求：

1. Regular attendance & class participation　穩定出席與課堂參與
2. Exams　考試
3. Oral Presentation　口頭報告

十三、　教學進度：

週次	上課內容	閱讀內容與範圍
1	Introduction to course, classroom etiquette & class policy.	Business etiquette & ethics
2	Topic: Marketing Strategies	Doing business over the phone
3	Topic: Sales	Making a pitch
4	Topic: Small Businesses	New product launch
5	Topic: Startups	Physical features of products
6	Topic: Customer Service	Dodging a complaint & product assistance
7	Midterm exam	
8	Introduction to Generative AI & Its Applications	Operations & individual assignments

9	Topic: Payment Terms	Credit agreements & sales and service agreements
10	Topic: Crisis Management	"The Show Must Go on" (Animation)
11	Topic: Further Detail	Trade shows
12	Generative AI Oral Presentations: Round One	
13	Generative AI Oral Presentations: Round Two	
14	Topic: Bargaining	Tradeoffs
15	Topic: Asking for Opinions in a Meeting	
16	Topic: Business Ethics	Performance review
17	Catch up or review	
18	Final exam	