

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ**  
**Національний університет «Запорізька політехніка»**

**МЕТОДИЧНІ ВКАЗІВКИ**  
**для самостійної роботи**  
**з освітнього компонента**  
**«Іноземна мова професійного спілкування»**  
**здобувачів другого (магістерського) рівня вищої освіти**  
**освітньої програми «Інтелектуальні технології та прийняття**  
**рішень в складних системах»**  
**спеціальності F4 Системний аналіз та науки про дані**  
**денної форми навчання**  
**(Upper-Intermediate)**

Методичні вказівки для самостійної роботи з освітнього компонента «Іноземна мова професійного спілкування» здобувачів другого (магістерського) рівня вищої освіти освітньої програми «Інтелектуальні технології та прийняття рішень в складних системах» спеціальності F4 Системний аналіз та науки про дані денної форми навчання (Upper-Intermediate) / Укл.: Н. М. Жукова, О. М. Сивачук. – Запоріжжя: Національний університет «Запорізька політехніка», 2025. – 20 с.

Укладачі: Н. М. Жукова, виконуюча обов'язки завідувачки кафедри «Іноземна філологія та переклад», доцентка, кандидатка філологічних наук,  
О. М. Сивачук, старша викладачка кафедри «Іноземна філологія та переклад»

Рецензент: Л. В. Павленко, завідувач кафедри іноземних мов  
Національного технічного університету  
«Дніпровська політехніка»

Відповідальна за випуск: Н. М. Жукова

Затверджено  
на засіданні кафедри  
«Іноземна філологія та переклад»  
Протокол № 2  
від 22 серпня 2025 року

Рекомендовано до видання  
НМК факультету  
комп'ютерних наук та технологій  
Протокол № 2  
від 10 вересня 2025 року

## CONTENTS

Introduction .....	6
Upper-Intermediate	
Module 1. Foundational Professional Communication Skills .....	7
Content Module 1. Professional Networking and Formal Business Etiquette .....	7
Topic 1.1. Creating a first professional impression: verbal and non-verbal aspects .....	7
Topic 1.2. Effective business communication: exchanging contact information and establishing business relationships .....	7
Topic 1.3. Arranging and confirming business meetings: phone calls and online correspondence.....	9
Content Module 2. Managing Motivation and Psychological Aspects of Business Communication .....	11
Topic 2.1. Lexical analysis of motivational factors in professional life: from theory to practice .....	11
Topic 2.2. Strategies and tactics for successful communication: using small talk to build professional relationships .....	12
Topic 2.3. Concluding business communication .....	12
Module 2. Project Management and Presentation Skills .....	13
Content Module 3. Project Management and Teamwork .....	13
Topic 3.1. Project management terminology: planning, monitoring, and control .....	
Topic 3.2. Organizing and conducting business meetings: requesting and providing updates on project progress .....	13

Topic 3.3. Communication with colleagues: discussing tasks, resolving difficult situations, and providing constructive feedback ..	15
Content Module 4. Innovation and Presentation of Technical Solutions .....	17
Topic 4.1. Vocabulary for describing innovative technologies and ideas. Case study analysis IT industry .....	16
Topic 4.2. Developing and presenting an idea, product, or service: structure, language patterns, and effective public speaking techniques .....	17
Topic 4.3. Practical presentation: applying acquired skills to present your technical solution or scientific project .....	17
Content Module 5. Professional Ethics and Organizing Business Events .....	18
Topic 5.1. Ethics in the business environment: core principles and terminology .....	18
Topic 5.2. Planning and organizing business events: seminars, conferences, and corporate events .....	17
Topic 5.3. Business correspondence etiquette: responding to invitations (confirming, declining, expressing gratitude) .....	19
References .....	20

## INTRODUCTION

This guide is a self-study companion for Master's students in Intelligent Technologies and Decision-Making in Complex Systems. It is designed to accompany your practical classes and focuses on bridging the gap between technical expertise and professional interaction.

The guide provides a variety of activities to give you choice and flexibility in your learning.

Level of language proficiency: Upper-Intermediate.

### Skills You Will Develop

**Effective Communication:** You will learn to articulate complex technical ideas clearly and concisely in person and in writing. The guide provides practical examples for arranging meetings and giving project updates, which are crucial for professional effectiveness.

**Professionalism and Etiquette:** You will practice using appropriate language and tone for various business scenarios, such as making small talk at international conferences and maintaining a polite and respectful demeanor.

**Project Management Fundamentals:** The guide introduces core project management concepts, including timelines, milestones, and risk assessment. This vocabulary and understanding will allow you to participate effectively in project planning and evaluation.

**Ethical Decision-Making:** By studying real-world cases like the Ford Pinto, you will learn to identify ethical dilemmas and understand their potential impact. This helps you develop a strong professional compass, preparing you to make sound judgments in your career.

This guide will help you in your professional activity by equipping you with the skills to confidently and effectively interact with colleagues, clients, and partners. Whether leading a project, presenting an idea, or navigating a difficult conversation, the language and frameworks provided will help you succeed. It will help you move from being a purely technical expert to a well-rounded professional who can take initiative, lead a project, and contribute to a collaborative environment.

## UPPER-INTERMEDIATE

### Module 1. Foundational Professional Communication Skills

#### Content Module 1. Professional Networking and Formal Business Etiquette

Self-study for Content Module 1 is based on [1, pp. 6-11].

##### **Topic 1.1. Creating a first professional impression: verbal and non-verbal aspects.**

Create or update your professional profile on LinkedIn (or another platform). Write 3-4 sentences describing your key professional qualities and experience, using vocabulary from the class. Leave a short comment on two of your groupmates' profiles.

##### *Functional language*

analytical, strategic, technical, proficient, innovative, resourceful, diligent, adaptable, detail-oriented, collaborative, team-oriented;  
to analyze, to innovate, to lead, to supervise, to mentor, to collaborate, to coordinate, to achieve, to initiate, to streamline, to optimize, to increase, to reduce, to launch, to spearhead, to deliver.

Recommended video [2].

##### **Topic 1.2. Effective business communication: exchanging contact information and establishing business relationships.**

##### **Option 1.**

Give a short presentation about your company / a firm you would like to work for, including the following information:

- where it's located and what it does;
- how vital the company is and its staff size;
- current projects and changes happening at the moment;
- development prospects;
- what clients like about your company;

## *Functional language*

### **General Presentation Phrases**

- “Good morning/afternoon, everyone. Today I’d like to tell you about [Company Name], a company I find particularly interesting.”
- “Let’s begin with...” or “Moving on to...” or “Next, I’ll talk about...”

### **Company Overview (Location and Function)**

- “The company is based in ..., with its main headquarters located at ...” or “It has branches/offices in ...”
- “[Company Name] specializes in [its field, e.g., manufacturing heavy machinery].” or “They produce/design/develop [List of products/services].”

### **Company’s Importance and Staff Size**

- “[Company Name] is a major player in the [Industry] sector.” or “It’s a key provider of [products/services] in the [region/global] market.” or “It’s one of the leading companies in [its field].”
- “The company employs over [number] people globally.” or “They have a staff of around [number] employees.”

### **Current Projects and Changes**

- “Currently, they’re working on a new project to [describe the project].” or “One of their ongoing projects involves [describe the project].”
- “Recently, the company underwent a major change, with a focus on [e.g., sustainability/digital transformation].” or “A significant change happening right now is [describe the change].”

### **Development Prospects**

- “Looking ahead, the company plans to [describe the future goal].” or “They have ambitious plans to expand their operations into [new market].” or “They are focusing on innovation to ensure future growth.”
- “The prospects for growth look very promising, especially in [a specific area].” or “They are well-positioned for future success due to their focus on [e.g., R&D, new markets, or technology].”

### **What Clients Like**

- “Clients appreciate the company’s commitment to [e.g., quality, customer service, or innovation].” or “They are known for their [e.g., reliability, high-quality products, or excellent support].”
- “The company has a strong reputation for [e.g., ethical practices, sustainable production, or customer focus].”

### **Option 2.**

Write a business email of introduction to a fictional or real foreign company specializing in intelligent technologies.

In the letter, introduce yourself, your specialization, and the purpose of your contact (e.g., a request for information on an internship or collaboration).

### **Topic 1.3. Arranging and confirming business meetings: phone calls and online correspondence.**

Develop a 2-minute dialogue for a phone conversation. Student A schedules a meeting with a foreign partner to discuss technical project details, and Student B confirms the meeting. Use phrases to provide a polite conclusion to the conversation.

#### *Functional language*

#### *Arranging the Meeting (Student A)*

- “I’m calling to arrange a meeting with you to discuss ...” or “Would you be available to meet sometime next week to discuss the project's technical details?”
- “Would Tuesday at 10 AM work for you?” or “Are you free on Thursday afternoon?”
- “We could meet at our office or have a video call.” or “How about we schedule a video conference?”

#### *Confirming the Meeting (Student B)*

- “Yes, that works for me. I can confirm Tuesday at 10 AM.” or “Thursday afternoon sounds good. I’ll make sure I’m available.”

- “I’m free all of next week, so just let me know what time is best for you.” or “I have a flexible schedule on Wednesday.”

*Concluding the Conversation (Both)*

- “Perfect. So, that’s [Day] at [Time] to discuss [Topic].”
- “Thank you for your time.” or “Thank you for being so accommodating.”
- “I look forward to our meeting.” or “I’m looking forward to speaking with you then.”
- “Have a great day.” or “Talk to you soon. Goodbye.”

Recommended video/podcast [3].

## **Content Module 2. Managing Motivation and Psychological Aspects of Business Communication**

Self-study for Content Module 2 is based on [1, pp. 12-17].

### **Topic 2.1. Lexical analysis of motivational factors in professional life: from theory to practice.**

Write a short essay (150-200 words) on “What motivates me in my (future) profession.” Use at least five new words and phrases learned in class.

#### *Functional language*

##### **Introducing Your Motivation**

- “My primary motivation stems from ...”
- “What truly drives me is the opportunity to ...”
- “I am deeply motivated by the chance to ...”
- “The prospect of [something] is a powerful motivator for me.”

##### **Discussing Professional Growth**

- “The chance to continuously develop my skills is paramount.”
- “I am motivated by a desire for lifelong learning and personal growth.”
- “I strongly believe in **taking initiative** and pushing beyond my comfort zone.”

##### **Focusing on Impact and Contribution**

- “I am motivated by the prospect of making a tangible impact.”
- “I find it incredibly rewarding to see a project through from conception to completion.”
- “What motivates me is being part of a team that innovates and solves complex problems.”
- “I want to contribute to something bigger than myself.”

## **Topic 2.2. Strategies and tactics for successful communication: using small talk to build professional relationships.**

### **Option 1.**

Prepare 5-7 topics for small talk at an international conference for IT experts. Explain why these topics would be appropriate and how they can help you establish contact.

### **Option 2.**

Prepare a role-play. Record it.

You are partners creating your own company.

1. Determine the type of company (service-oriented or product-based) and the number of employees you will need.
2. What benefits, rewards, and incentives will you offer your employees?
3. What impact will they have on the employee and the company?
4. How will you ensure your employees receive some intangible incentives?

## **Topic 2.3. Concluding business communication.**

### **Option 1.**

Make an audio recording of a phone conversation (3-4 minutes) where you discuss a current work project, using Present Simple and Present Continuous to describe routine tasks and ongoing events. Conclude the conversation by summarizing the key agreements.

### **Option 2.**

Share your talk on the topic “Ten magically motivating words.”

Record it and share the link.

Time limit: 3 minutes.

Recommended video/podcast [4].

## **Module 2. Project Management and Presentation Skills**

### **Content Module 3. Project Management and Teamwork**

Self-study for Content Module 3 is based on [1, pp. 18-23].

#### **Topic 3.1. Project management terminology: planning, monitoring, and control.**

Using project management terminology, write a description of your existing or a fictional project.

*Functional language:* timeline, milestones, scope, risk assessment, planning gaps, communication breakdowns, budget, to lead a project, to go over budget, to fall behind schedule, to run into problems, to meet a deadline, within budget, on schedule, on time, take on a project.

#### **Topic 3.2. Organizing and conducting business meetings: requesting and providing updates on project progress.**

##### **Option 1.**

Prepare a script for an “update meeting.”

The script should clearly state project progress, challenges encountered, and proposed solutions.

*Functional language*

##### **Opening the Meeting**

- “Good morning/afternoon, everyone. Thank you for joining the meeting.”
- “The purpose of this meeting is to provide an update on the progress of the [Project Name] project.”
- “I’ll review our current status, discuss some challenges we’ve faced, and then propose some next steps.”

### **Project Progress**

- “I am happy to report that we are on track with [Project Name].” or “We have completed [Milestone 1] and are now focusing on [Task 2].”
- “We have made excellent progress on [Specific Task].” or “Our team has managed to streamline a process that has significantly improved efficiency.”
- “We are currently on schedule to meet our deadline of [Date].”

### **Challenges and Solutions**

- “However, we have run into some problems with [Specific Issue].” or “One of our main planning gaps has been with [Specific Gap].”
- “The main communication breakdown occurred when...” or “We’ve discovered a potential risk related to [Specific Risk].”
- “Our proposed solution is to [Solution 1].” or “To address this, we need to take on a new approach by [Solution 2].”
- “We need to get this approved before [Date].” or “I’ll need a decision on this by the end of the day.”

### **Closing the Meeting**

- “To recap, we are on schedule, but we need to address [Specific Challenge] by implementing [Proposed Solution].”
- “Our next steps are to [Next Step 1] and [Next Step 2].” or “I will circulate the meeting notes with all the action points shortly.”
- “Thank you all for your input. I appreciate your hard work.”
- “If you have any questions, please don't hesitate to ask. Goodbye.”

### **Option 2.**

Using words and phrases from this unit, discuss what was done right in a project and what needed to be changed. Suggest how the project could have been managed better.

### *Functional language*

### **What Was Done Right**

- “The team did an excellent job of **meeting the deadline** for the initial phase.” or “We were able to complete the project **within budget**, which was a major success.”

- “Our **timeline** was meticulously planned, allowing us to hit all our **milestones** on time.”

- “The project manager’s ability to **lead a project** with such a large **scope** was awe-inspiring.”

#### **What Needed to Be Changed**

- “We **ran into problems** with the final delivery, which caused us to **fall behind schedule**.”

- “There were several **communication breakdowns** between the design and engineering teams.”

- “Our initial **risk assessment** didn't account for [unexpected issue], which led to some significant **planning gaps**.”

#### **Suggestions for Improvement**

- “In the future, we need to create a more detailed **risk assessment** to anticipate potential problems.” or “We should have a more comprehensive plan to avoid **planning gaps**.”

- “We could have managed the project better by having weekly update meetings to ensure consistent communication.”

- “To avoid **going over budget**, we could have allocated more resources for [Specific area] from the start.”

#### **Option 3.**

Using ideas from the unit text and your own experience, make notes on managing a project successfully. Prepare a short presentation.

#### **Option 4.**

Share your talk on “Five most common problems on projects.”

Record it and share the link.

**Topic 3.3. Communication with colleagues: discussing tasks, resolving difficult situations, and providing constructive feedback.**

#### **Option 1.**

Analyze one of your past team projects (academic or professional) and write a short report (150-200 words), using Present Perfect and Past Simple. Describe what has been done (Present Perfect) and when it happened (Past Simple).

**Option 2.**

Think about five goals or plans you had over the last six months.

Tell your partner which ones you achieved and when, and give details. What prevented you from achieving the goals (if applicable)?

Recommended video/podcast [5].

## **Content Module 4. Innovation and Presentation of Technical Solutions**

Self-study for Content Module 4 is based on [1, pp. 26-31].

### **Topic 4.1. Vocabulary for describing innovative technologies and ideas. Case study analysis in IT industry.**

Find and briefly describe (100-150 words) one innovative technology in the IT industry (for example, artificial intelligence, machine learning, cloud technologies, cybersecurity, blockchain).

### **Topic 4.2. Developing and presenting an idea, product, or service: structure, language patterns, and effective public speaking techniques.**

#### **Option 1.**

Prepare a short presentation about a new idea, product, system, or service you know about or are interested in.

Make sure to:

- Introduce yourself and your idea/product/service.
- Talk about the benefits.
- Compare the current situation with the new idea/product/service.

#### **Option 2.**

Develop the structure of your project presentation, using language patterns and effective public speaking techniques. Prepare slides with key points for the first 3-minute part of the speech.

### **Topic 4.3. Practical presentation: applying acquired skills to present your technical solution or scientific project.**

#### **Option 1.**

Make a video recording (3-5 minutes) of your presentation prepared for the previous class.

Use at least five modal verbs (can, could, should, must, might) to express abilities, recommendations, and possibilities in the recording.

**Option 2.**

Share your talk on the topic “Are you a ‘Yes, but...’ or a ‘Yes, and...’ person?”

Record it and share the link.

Recommended video/podcast [6].

## **Content Module 5. Professional Ethics and Organizing Business Events**

Self-study for Content Module 5 is based on [1, pp. 32-37].

### **Topic 5.1. Ethics in the business environment: core principles and terminology.**

Find an English-language case (real or fictional) about an ethical dilemma in the IT sector.

Write 150-200 words describing the situation and proposing possible solutions from an ethical standpoint.

Recommended reading [7].

Recommended podcast/video [8].

### **Topic 5.2. Planning and organizing business events: seminars, conferences, and corporate events.**

#### **Option 1.**

Your company has organized an open house to give clients an idea of its activities. Create a list of:

- what you plan to show guests on that day;
- recommendations on what to do or pay attention to;
- what you hope to engage your guests with.

#### **Option 2.**

Create an invitation template for a seminar “Innovations in Intelligent Technologies and Decision-Making in Complex Systems,” using a formal business style.

Write two response options separately: one confirming attendance and the other politely declining.

Recommended video/podcast [9].

### **Topic 5.3. Business correspondence etiquette: responding to invitations (confirming, declining, expressing gratitude).**

#### **Option 1.**

Describe a hypothetical situation where you, as an IT specialist, face an ethical dilemma (e.g., finding a defect in a product that could affect safety, but fixing it would delay the project deadline). Write a business email to management, justifying your decision and proposing solutions.

#### **Option 2.**

Make an audio recording of a talk on “Rule 47: A set of personal standards.”

## **Content Module 6. Professional Development and Career**

### **Topic 6.1. Career planning and employment strategies.**

#### **Option 1.**

Write your resume (CV) and a cover letter in English.

The resume should include information about your education, work experience (even if it's academic projects), technical skills, and personal qualities.

The cover letter should be adapted for a real/fictional international IT company vacancy, explaining why you are a good fit for the position.

#### **Option 2.**

Prepare answers to 5-7 typical interview questions and record them in audio or video format.

Pay attention to clear pronunciation, the structure of your answers, and the use of professional vocabulary.

#### **Option 3.**

Find 3-4 job openings for IT specialists that match your profile on foreign job search websites (e.g., LinkedIn, Glassdoor, Indeed). Briefly describe the candidate requirements and compare them with your own skills.

Recommended podcast/video [10].

## REFERENCES

1. Duckworth, M. Hughes, J., Turner, R. Business Result Upper-intermediate: Student's book. 2<sup>nd</sup> ed. Oxford University Press, 2023, 156 p.
2. Stratvert, K. How to set up your LinkedIn profile [Electronic resource]. URL : <https://www.youtube.com/watch?v=hNzpEeU3a4I>
3. Business English Phone Calls (+ Video) [Electronic resource]. URL : [https://www.youtube.com/watch?v=01zt\\_awXjlU&t=38s](https://www.youtube.com/watch?v=01zt_awXjlU&t=38s)
4. How to end conversations in English (without being rude) [Electronic resource]. URL : <https://www.youtube.com/watch?v=82unlXKqhtQ>
5. Phrases you need to schedule meetings in English [Electronic resource]. URL : <https://www.youtube.com/watch?v=QqwT4kMykoc>
6. 20 Amazing Inventions That Will Blow Your Mind [Electronic resource]. URL : <https://www.youtube.com/watch?v=tN-5hMIPNqY>
7. The Importance of Business Ethics [Electronic resource]. URL : <https://www.youtube.com/watch?v=pHrDUu4Rjtg&t=16s>
8. How Do I Write A Formal Email For An Invitation? [Electronic resource]. URL : <https://www.youtube.com/watch?v=33E86HEcEgw&t=89s>
9. How to Write an Effective CV Podcast [Electronic resource]. URL : <https://careersmart.org.uk/your-career/getting-new-job/how-write-effective-cv-podcast>
10. How to Write an Effective CV Podcast [Electronic resource]. URL : <https://careersmart.org.uk/your-career/getting-new-job/how-write-effective-cv-podcast>