

Lingonet English Pro is an essential language program for people who need to use English at work. Based on native English speakers' thoughts on politeness and culture-based communication tips, the program offers advice on all kinds of small but important everyday situations. Let's take a closer look at the program.



The opening screen introduces the six topic areas covered in *English Pro* – Politeness, Short e-mails, Meetings, Business letters, Telephoning and Presentations.



By selecting 'Telephoning', for example, a list of all the topics related to telephoning appears on the screen. It is often the little things that count when it comes to expressing yourself clearly and politely in English. Even very good English speakers have to be taught these culture-related points because they do not come automatically to non-native speakers. By clicking on the heading 'When someone else answers', for example, we hear a short interview clip where a native speaker gives advice on how to correctly respond in a situation where someone else - not the person that is being called - answers the phone.



A brief interview clip can be heard by clicking on the 'Listen' button. After the first playback, the interview text will appear on the screen. It is often useful to listen to the clip again and follow the text at the same time because this often opens the text up in more detail.

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TASKS

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The problem that the user needed help with, has probably already been addressed in the interview, but English Pro takes learning to a deeper level and offers a variety of exercises designed to enhance the user's communicational skills with the tips received from the English Pros. The exercises can be accessed from the numbered buttons on the right-hand side of the text area. All topic areas contain the same exercise types in the same order – this way the user can focus their attention on the language, not on figuring out how new exercise types work.



The first task is a 'text builder' exercise, where the user has to fill the gaps in the text by dragging the missing words onto them. This can be done by dragging the yellow word blocks on the right into the correct gap in the text. When the correct gap has been found, the gap disappears revealing the text beneath. This exercise type is designed to take the user deeper into the text, past the basic level of understanding.

The second exercise looks very similar to the first one but is, in fact, much more demanding. Here, the user has to find synonyms for words that appear in the text.

What do you say when someone else other than the person you were trying to reach answers the phone?
If it's a **work-related** or business call, I would **identify myself** and ask for the person. For example, "Hello. This is John Smith calling. I'm trying to reach Bob Brown. Is he **available**?"

A 'Hint' button, which allows the user to take a peek at the correct target words, has been added in case the user gets stuck with a word.



The third exercise type is about careful listening. By clicking on the blocks on the left, the user hears the beginning of a sentence or a phrase, and by clicking on the blocks on the right, the end of a sentence can be heard. The user has to pair these blocks up so that the blocks that form a pair, create a sentence. By clicking on the 'Check' button, the correct pairs melt into a larger block and the sentence is heard.



There are also a number of revision tasks for each topic area. In these 'lexitaire' exercises, the user has to "clear the table" by dragging the words on the left into the correct gap sentence on the right.