

Al-Farabi Kazakh National University  
Faculty Medicine and Health Care  
Education program on specialty:  
«Public Health» Masters First Grade

MANUAL TO CLASSES OF COURSE “PROFESSIONAL (FOREIGN)  
LANGUAGE”

3 credits

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CLASS TOPICS  
OF COURSE “PROFESSIONAL (FOREIGN) LANGUAGE”

CONTENT		
Module I. Introduction to Medical Terminology		
Class 1	Introduction to Professional (foreign) Language: from Latin and Greek. English Test for evaluate of Grammar level. Presentation. Language: from Latin and Greek. Introduction to Medical Terminology. History and Definitions. Reading skills. Affixes. Roots.	3h
Class 2	Construction and significance of medical terminology. Different ways of forming medical terms. Medical Terminology: Root, Prefix and Suffix: definition, role in formation. Reading skills. Speaking skills. Introducing yourself. Grammar. Tenses: present simple, present simple with be, present continuous. Exercises.	3h
Class 3	Lexicology and Morphology of Medical Terminology. Lexical analysis of words. Listening skills. Video “An Introduction to Health Promotion and the Ottawa charter” and “Noval Coronavirus infection.” Discussion. Grammar. Tenses: present perfect, present perfect continuous. Exercises.	3h
Class 4	Listening and speaking skills: medical topic. Video “What is Public Health?” Discussion. Grammar. Tenses: Past Simple, Past Simple with be, Past continuous. Exercises.	3h
Class 5	Reading skills. Syntaxis analysis of Medical papers. "How to read and understand a scientific article". Reading and understanding a scientific article “Outbreak of Measles in the South Corea”. Grammar. Ask questions type of Yes/NO or general question?	3h
Module II. Reading, writing, speaking and listening skills		
Class 6	Class 6. Academic writing. Writing overview of scientific articles “Outbreak of Measles in the South Corea”. Grammar. Tenses: Past Perfect, Past Perfect Continuous. Exercises.	3h
Class 7	Class 7. Basic structure and types of scientific papers. Reading, understanding and writing overview of scientific papers chosen by student. Grammar. Tenses: Future Simple, Future Simple Continuous.	3h
Class 8	Class 8. Speaking and listening skills. How to be successful presenter? Video of presentations.	3h
Class 9	Class 9. Writing Curriculum Vitae. Grammar. “Five W” Questions?	3h
Class 10	Class 10. Writing a resume. Grammar. Question to the subject?	3h
Module III. Reading, writing, speaking and listening skills		
Class 11	Reading and writing. Writing motivation and cover letter. Grammar. Alternative questions?	3h
Class 12	Writing Resume. Grammar. Tag questions?	3h
Class 13	Speaking and listening. Audio short conversations and lectures on medical	3h
Class 14	Reading and writing. Writing Abstract of a scientific paper.	3h
Class 15	Writing skills. Structure of Thesis.	3h

## Module I. Introduction to Medical Terminology

Class 1 Introduction to Professional (foreign) Language: from Latin and Greek.

Content. Introduction to Professional (foreign) Language: from Latin and Greek. English Test for evaluate of Grammar level. Presentation. Language: from Latin and Greek. Introduction to Medical Terminology. History and Definitions. Reading skills. Affixes. Roots. Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class: to understand development of Professional Language.

Methodical recommendations: students should know development of Professional Language.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.
5. Katja Dobrić. Creating medical terminology: from Latin and Greek influence to the influence of English as the current lingua franca of medical communication/ JaHR .vol. 4 , no. 7, 2013

### Recommended Reading:

6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
7. Useful tips for academic writing//researchleap.com
8. Basic medical terms guide//Professional%20English/basic-medical-terms-guide-aus.pdf

### Electronic sources

9. [www.medicinenet.com/medterms-medical-dictionary/article.htm](http://www.medicinenet.com/medterms-medical-dictionary/article.htm)
10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
11. Business English <https://www.ego4u.com/en/business-english/grammar>
12. Macmillan business <http://www.businessenglishonline.net/courses/>
13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 2 Construction and significance of medical terminology.

Content. Many medical terms are ‘constructed’ from a combination of word parts... prefixes, Greek or Roman root words, and suffixes. Determine the meaning of the whole word by first deciphering the meaning of the suffix, then the prefix, and finally the root word. Then combine the 3 parts: prefix, root and suffixes.

Tasks.

Medical Terminology: Root, Prefix and Suffix: definition, role in formation.

Reading skills. Article. Božena Džuganová “English medical terminology – different ways of forming medical terms”

Suffixes. Speaking skills. Introducing yourself.

Grammar. Tenses: present simple, present simple with be, present continuous. Exercises.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should know construction of medical terms, origin and can analyze them.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

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2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
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9. Electronic sources www.medicinenet.com/medterms-medical-dictionary/article.htm
10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
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14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 3 Lexicology and Morphology of Medical Terminology. Lexical analysis of words. Content. Lexicology and Morphology of Medical Terminology. Lexical analysis of words. Prefixes.

Listening skills. Video “An Introduction to Health Promotion and the Ottawa charter” and “Novel Coronavirus infection.” Discussion.

Grammar. Tenses: present perfect, present perfect continuous. Exercises.

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should provide lexical analysis of medical words (prefix, root and suffix).

Points for work performed are affixed in accordance with the syllabus.

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2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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8. Basic medical terms guide//Professional%20English/basic-medical-terms-guide-aus.pdf
9. Electronic sources www.medicinenet.com/medterms-medical-dictionary/article.htm

10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
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14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 4 . Listening and speaking skills: medical topic.

Content. Listening and speaking skills: medical topic. Video “What is Public Health?” Discussion.

Grammar. Tenses: Past Simple, Past Simple with be, Past continuous. Exercises.

Tasks.

Listening. Speaking. Watch video.

Discussion. Students in small groups answer to tasks, discuss and make decisions. Study Grammar, make exercises.

Purpose of class:

Methodical recommendations: students should read of medical texts, translate, analyze of construction, and prepare for retrieval of presented information.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//[www.oup.com.elt](http://www.oup.com.elt)
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 5. Reading skills. Syntaxis analysis of Medical papers.

Content. Reading, understanding of the scientific medical papers.

How to read a scientific paper? on Jennifer Raff's article "How to read and understand a scientific article"

Reading and understanding a scientific article “Outbreak of Measles in the South Korea”.

Grammar. Ask questions type of Yes/NO or general question? Writing skills. Syntaxis analysis of medical papers. Writing overview of medical papers.

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should provide syntax analysis of medical papers and write overview from article.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
  2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
  3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
  4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.
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6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
  7. Useful tips for academic writing//researchleap.com
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  9. Electronic sources www.medicinenet.com/medterms-medical-dictionary/article.htm
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  12. Macmillan business <http://www.businessenglishonline.net/courses/>
  13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
  14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

## Module II. Reading, writing, speaking and listening skills

Class 6 . Academic writing.

Content. Writing overview of scientific articles “Outbreak of Measles in the South Korea”.

Grammar. Tenses: Past Perfect, Past Perfect Continuous. Exercises. Phonetics and accentology of international words and medical terminology. Writing overview of scientific articles. Tasks.

Discussion. Students in small groups answer to tasks and discuss.

Purpose of class:

Methodical recommendations: students should provide phonetic analysis of international words and medical terms.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.
5. Katja Dobrić. Creating medical terminology: from Latin and Greek influence to the influence of English as the current lingua franca of medical communication/ JaHR .vol. 4 , no. 7, 2013

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14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

### Class 7 Basic structure and types of scientific papers.

Content. Basic structure and types of scientific papers. Reading, understanding and writing overview of scientific papers chosen by student.

Grammar. Tenses: Future Simple, Future Simple Continuous.

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should write cover or motivation letter.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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9. Electronic sources www.medicinenet.com/medterms-medical-dictionary/article.htm
10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
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13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

### Class 8 Speaking and listening skills.

Content. How to be successful presenter? Video of presentations. Discussion about current and expected skills of presentation.

Choose the best skills for a presenter.

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should listen audio of short conversation, answer the questions.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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12. Macmillan business <http://www.businessenglishonline.net/courses/>
13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 9. Class 9. Writing Curriculum Vitae.

Grammar. “Five W” Questions?

Content. Writing Curriculum Vitae.

Grammar. “Five W” Questions?

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should reading medical papers, understand them; writing curriculum vitae.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
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14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

### Class 10 Writing a resume. Grammar. Question to the subject?

Content. Writing a resume.

Grammar. Question to the subject?

Tasks.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should prepare speeches, present them, answer the questions.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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### Module III. Reading, writing, speaking and listening skills

Class 11 Reading and writing. Writing motivation and cover letter.

Grammar. Alternative questions?

Content. Reading and writing. Writing motivation and cover letter.

Grammar. Alternative questions?

Tasks.

1. Reading and understanding of scientific paper.
2. Writing a motivation and cover letters.
3. Speaking by answer the questions to scientific article.
4. Expand general and develop professional vocabulary (glossary).

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should read, understand and write overview of scientific paper.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
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Class 12 Writing Resume. Grammar. Tag questions?

Content. Writing Resume.

Grammar. Tag questions?

Tasks.

1. Audio short conversations on medical item.
2. Answer the questions.
3. Audio lecture on medical item.
4. Answer the questions.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should listen short conversations and lectures, answer the questions and discuss.

Points for work performed are affixed in accordance with the syllabus.

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3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.

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10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
11. Business English <https://www.ego4u.com/en/business-english/grammar>
12. Macmillan business <http://www.businessenglishonline.net/courses/>
13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 13 Speaking and listening. Audio short conversations and lectures on medical item Content. Speaking and listening. Audio short conversations and lectures on medical item Watch video. Discussion.

Tasks.

1. Reading medical paper.
2. Writing abstract.
3. Expand general and develop professional vocabulary (glossary).

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should write motivation letter and curriculum vitae.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//www.oup.com.elt
2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.
5. Katja Dobrić. Creating medical terminology: from Latin and Greek influence to the influence of English as the current lingua franca of medical communication/ JaHR .vol. 4 , no. 7, 2013 Recommended Reading:
6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
7. Useful tips for academic writing//researchleap.com
8. Basic medical terms guide//Professional%20English/basic-medical-terms-guide-aus.pdf
9. Electronic sources www.medicinenet.com/medterms-medical-dictionary/article.htm
10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
11. Business English <https://www.ego4u.com/en/business-english/grammar>
12. Macmillan business <http://www.businessenglishonline.net/courses/>
13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>

14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 14 Reading and writing. Writing Abstract of a scientific paper.

Reading a scientific paper.

Content. Reading and writing. Writing Abstract of a scientific paper.

Reading a scientific paper.

Tasks.

1. Audio and video of short conversations and lectures.

2. Speeches.

3. Speaking in pairs.

Discussion. Students in small groups answer to tasks, discuss and make decisions.

Purpose of class:

Methodical recommendations: students should prepare speech and present it and answer to questions of classmates.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//[www.oup.com.elt](http://www.oup.com.elt)

2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.

3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.

4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.

5. Katja Dobrić. Creating medical terminology: from Latin and Greek influence to the influence of English as the current lingua franca of medical communication/ JaHR .vol. 4 , no. 7, 2013

Recommended Reading:

6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013

7. Useful tips for academic writing//[researchleap.com](http://researchleap.com)

8. Basic medical terms guide//[Professional%20English/basic-medical-terms-guide-aus.pdf](http://Professional%20English/basic-medical-terms-guide-aus.pdf)

9. Electronic sources [www.medicinenet.com/medterms-medical-dictionary/article.htm](http://www.medicinenet.com/medterms-medical-dictionary/article.htm)

10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)

11. Business English <https://www.ego4u.com/en/business-english/grammar>

12. Macmillan business <http://www.businessenglishonline.net/courses/>

13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>

14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>

Class 15 Writing skills. Structure of Thesis.

Overview of Tenses.

Content. Writing skills. Structure of Thesis.

Overview of Tenses.

Tasks.

1. Writing structure of thesis.

2. Grammar. Overview of tenses.

Purpose of class: to give knowledge on master's thesis.

Methodical recommendations: students should prepare oral or paper presentation of his Master's work.

Points for work performed are affixed in accordance with the syllabus.

Required Reading:

1. English for careers. Medicine. Oxford University Press. Sam McCarter//[www.oup.com.elt](http://www.oup.com.elt)

2. Glendenning E.H., Holmstrom B.A.S. English in Medicine. Cambridge, Cambridge University Press, 1998.
  3. Chabner D.E. The Language of Medicine. St. Lois, Saunders Elsevier, 2007.
  4. Karen Englander. Writing and Publishing Science Research Papers in English. A Global Perspective/ Springer Dordrecht Heidelberg New York London, 2014.-89 p.
  5. Katja Dobrić. Creating medical terminology: from Latin and Greek influence to the influence of English as the current lingua franca of medical communication/ JaHR .vol. 4 , no. 7, 2013
- Recommended Reading:
6. Božena Džuganová. English medical terminology – different ways of forming medical terms/ JAHR, Vol. 4, No. 7, 2013
  7. Useful tips for academic writing//researchleap.com
  8. Basic medical terms guide//Professional%20English/basic-medical-terms-guide-aus.pdf
  - 9.lectronic sources [www.medicinenet.com/medterms-medical-dictionary/article.htm](http://www.medicinenet.com/medterms-medical-dictionary/article.htm)
  10. Check Your English Vocabulary for Medicine// [http://medicine.kaums.ac.ir/UploadedFiles/Files/Check\\_Your\\_English\\_Vocabulary\\_for\\_Medicine.pdf](http://medicine.kaums.ac.ir/UploadedFiles/Files/Check_Your_English_Vocabulary_for_Medicine.pdf)
  11. Business English <https://www.ego4u.com/en/business-english/grammar>
  12. Macmillan business <http://www.businessenglishonline.net/courses/>
  13. Business interview <http://www.businessenglishonline.net/resources/podcasts/>
  14. Business skills <http://www.businessenglishonline.net/book-categories/business-skills/>