

106學年度教學優良教師心得分享

**以模擬情境與做中學教學法  
提昇學生職場英語能力**

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# 大綱

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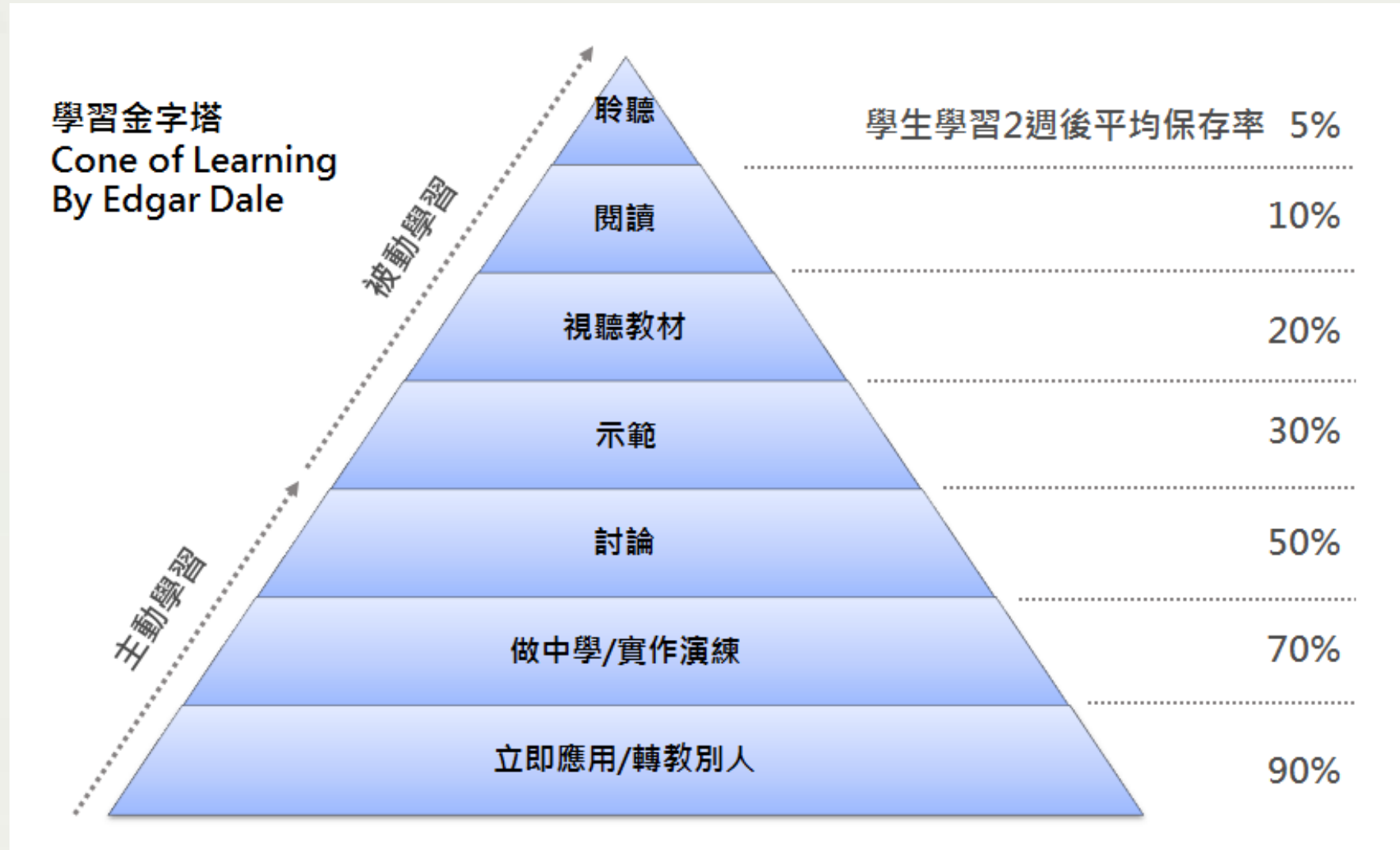
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# 前言



同中國儒家所說「聽而易忘，見而易記，作而易懂」的學習方式



# 情境學習理論

ESP的語言教  
學理論

- 設計教學  
內容

情境學習理論

- 設計教學  
環境

做中學的教育  
方法

- 執行主教學  
方式

# ESP的根本特點

- 課程設計必須滿足**學習者的特別要求**，
- 課程必須在內容、主題與論題上**與某些特定的學科、職業以及活動有關**，
- 學習重點應放在**文法、單字、文體、語意**等方面與該學科領域、職業或活動相配合，
- 必須與EGP有鮮明的對照。

# 情境學習理論

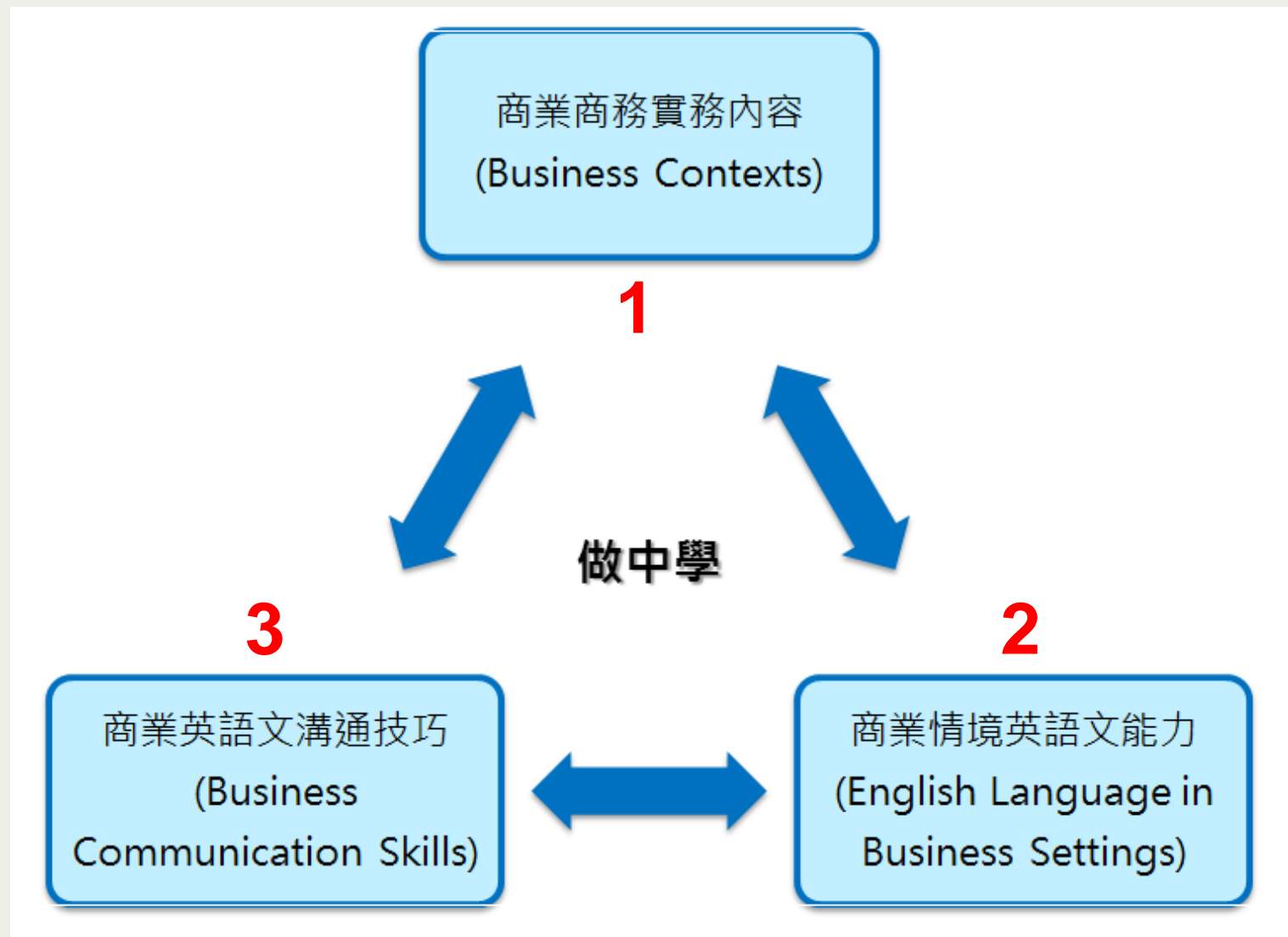
- 學習不僅僅是一個個體性的意義建構的心理過程，而更是一個**社會性的**、**實踐性的**、以差異資源為中介的參與過程。
- 知識的意義連同學習者自身的意識與角色都是在學習者和**學習情境的互動**、**學習者與學習者之間的互動**過程生成的。
- 因此學習情境的創設就致力於將學習者的身份和角色意識、完整的生活經驗、以及認知性任務重新回歸到**真實的**、融合的狀態。

# 做中學的教育方法

- 知識為實行而起，因為在經驗中，觀念僅為解決困難的情境的一種工具，**實行**有了困難，才發生認知作用。
- 知行合一，知識經實行而得，因為一個觀念惟賴實際行動始得證明。



# 教學設計：英語商務信函





# 教學設計：模擬情境學習



撰寫履歷模擬職場面試情境



撰寫履歷模擬職場面試情境



航空地勤人員英文演練



機艙服務人員英文演練



國際商展行銷英文模擬



出入境海關英文模擬測試

# 模擬情境課程設計思考流程

研擬課程目標與設計理念



分析學習對象的英文程度



選擇真實情境的課程主題



檢核統整教學設計及教案



規劃學習評量及成效評估



發展動手做教學演練活動



# 教學設計：商務情境模擬

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Asia China India

**NOW PLAYING** 0:35  
Deadly fire at Bangladesh factory

**UP NEXT**  
Bangladesh workers demand higher wages

Bangladesh factory blaze kills eight

Human cost of cheap Western clothes

More than 100 dead in Dhaka fire

**BBC**

### Bangladesh clothing factory hit by deadly fire

At least nine people have been killed when a fire swept through a clothing factory near the Bangladeshi capital Dhaka.

Local media said about 50 people had been hurt in the blaze, which broke out late on Tuesday in Gaoipur.

Although most members of a reported workforce of 3,000 had left the building for the day, a number of people were said to have been working overtime.

Anbarasan Ehirajan reports.

08 Oct 2013

f t v e Share

00:18 / 00:34

**Bangladesh**

## Bangladesh factory fires: fashion industry's latest crisis

With factory blazes happening every week, activists say fire is as serious a risk as poor construction but goes largely unreported

**Jason Burke in Dhaka**  
Sun 8 Dec 2013 13:58 GMT

245 25

This article is over 5 years old



▲ Bangladesh firefighters battle a fire at Tazreen garment factory in Savar, on the outskirts of Dhaka. Photograph: Hasan Raza/AP

Nearly 800 people have been injured in scores of largely unreported fires in garment and textile factories in Bangladesh in the last 12 months, according to new figures compiled by international labour campaigners.

The high numbers of casualties will raise concerns at the slow pace of change in the politically unstable south Asian state, where more than 1,130 people died when a building housing factories making garments for chains including Primark and Matalan collapsed in April.

The tragedy was the worst industrial accident anywhere in the world for a generation.



# 教材分析

- 使用原文教科書(i.e. 商務情境下的實用對話與書信範例)
- 教材融入網路社會時事新聞報導
- 運用時事新聞影音呈現社會真實的情境
- 運用網路搜尋相關資料培養英文自學能力



# 學習評量及成效評估

Kainan, Inc.  
No. 1, Kainan Road  
Luzhu, Taoyuan City 33857  
Taiwan  
03-3351234

March 27, 2018

Ms. Sandra Jones  
Bluemans Supply plc  
65 Brown Street  
Newcastle  
UK

Dear Ms. Sandra Jones,

Subject: Request for quotation for knives

Thank you for your letter dated March 27, 2018. I am writing in response to your letter request of Kainan Large Knife collection and the Modern Quality Chef's set.

I have pleasure in attaching details of the latest Catalogue and Quotation. The product you ordered will arrive within one week when you have ordered of ordering/of your order being confirmed.

If you have time, we are honored to invite you to visit our company. We will take you to learn more about our product details.

If you have any questions, please feel free to contact me.

Yours sincerely,

Ms. Anny Lu,  
Office Manager

SH

Enclosure: Catalogue & Quotation

Tevridis  
PO Box 34767  
Oropos,  
Tel +30 1 436 3699  
Fax +30 1 436 3822  
www.tevridiselectrics.com.gr

## Fax

TO:	Sales Department, <u>Midtec Cables Ltd.</u>	FROM:	H.M. Amatziđi
FAX:	+44 1392 929610	PAGES:	1/1
PHONE:		DATE:	13 October 2006
RE:	Quotation: Type E346 cable	CC:	

Urgent     For review     Please comment     Please reply     Please recycle

To whom it may concern

I am sending you a Fax because as of today, we have not received your reply since 7 October 2006.

Please could you send us immediately a quotation for 20,000 meters of 15-amp cable, type E346, C&F Athens, and the expected delivery time?

We would also be grateful if with your quotation you could send us details of other electrical components that you can supply.

Your prompt action to this regard would be very much appreciated.

Yours faithfully H.M. Amatziđi  
Manager

(Leave a space line between your signature block and the page notation.)

No. of pages to follow: 0

# 學習評量及成效評估

On Tue, Jun 26, 2018 at 2:03 PM, xx x <kuroamer0@gmail.com> wrote:

Dear Anny,

Since it's the final class of the business writing course, i would like to take this opportunity to give you my feedback and to thank you.

To be honest, this is one of the few classes out of my last semester in KNU that i've actually learned something useful and really gain new knowledge from. I am absolutely sure that these new writing skills i've learned from you will benefit my future and i have you to thank for that.

There are still some basic errors that i often missed out due to being careless, such as format; and i should probably put more heart into constructing the body message and care for the feeling of those whom im writing to. i know these problems are all on me and it probably reflects on some of my personality deflects a bit. i will continue to work on them, and hope that i will become a better person.

Once again, i would like to offer you my sincere gratitude for all your hard work and letting me know how much you care for your students. I wish i'd known you when i first started out at KNU . It's hard to find teachers that still cares genuinely nowadays.

I would like to keep in touch with you if that is alright by you.

Yours sincerely,  
June Yeh  
(葉香君 B10416058)

Dear Ms Anny Lu,

It's my great honor to meet you here and to join in your class.

I like your lecture style and enjoy doing class exercises, which I can feel a great of progress step by step. When I come back to see my first email and the last letter, I saw my harvest in this course. I have learned formatting basics of email ,letter and fax. I have learned how to keep a business letter simple and straightforward. In addition, I can completely differentiate the characteristics of mail ,letter and fax, which I think is my great harvest.

At last, thanks for teacher's guide, I am very satisfied with my grades.

Yours sincerely,

Liang Meiqi  
梁湘淇  
B10602057

Dear Anny

I am writing to you to inform you that your class "Business Writing" was very useful for me.

Now I am working in a company, my job title is Assistant of Overseas Marketing Dept. (I think so, I dont know which word is correct for it) I have to communicate with customers, and also I have to make P/I, INVOICE, P/L, or I need to connect with forwarder and our branches in China. (whole things from P/I to INVOICE, and make an order in ERP system.)

I've used the phrases a lot which you taught in the class. So i just want to say thank you that you taught so well and I can make good use of them with my job, even I've only worked for 5 days (from last Thursday)

This is a good new email, I want to share my joy with you. ^ \_\_\_ ^

Best wishes  
Nancy :DDD

# 學習成效

提昇職場英語溝通力



培養英語應用實力



提升英語學習動機



減少學用落差



訓練解決問題的能力



培養英文自學能力



# 教學創新

- 模擬情境與做中學教學法藉由真實案例所提供的問題，幫助學生將所學的內容與真實的生活連結，增強知識遷移，使學生能**學以致用**，提昇學生職場英語應用實力。
- 情境教學法著重模擬職場**解決問題**過程中，學生蒐集、分析、整理資料，乃至提出解決回應的語言學習歷程
- 藉由上述解決真實社會生活問題的過程，引發學生的內在**學習動機**，強化主動參與的學習行為，增進學生自我引導的學習技巧，培養英語文自學能力。
- 透過工作場合案例的分析與探究，引導學生重組個人的經驗，挑戰既有的認知模式與知識，以重新建構新的知識，發揮語言學習的終極目標 – **溝通應用**。



# 結論

- **模擬情境與做中學教學法對於學生學習語言能力的培養，不僅有其學理的依據，亦有其實務的支持。**
- **在歐美國家不管在課堂教學或師資培訓方面，將所學的內容與真實的生活連結，對於實際問題解決能力的增進，都有相當大的效果。**
- **此項學習模式，值得加以推廣，以擴大學生學習成效。**



# THANK YOU

感謝聆聽，批評指導