



The Future of Business English

PODCAST #S1E7: Welcome to this new episode of “The Deep Dive” In today’s episode, Dan and Mary will discuss the future of business English and the role of AI. We hope you enjoy it!

D: Know, it seems like things change so fast in the business world these days.

M: Yeah.

D: So today, we thought we'd take a deep dive into a source that's all about future proofing communication skills

M: Okay.

D: Especially for those of us who use business English every day.

M: Interesting.

D: The source is called “*The Future of Business English*”. And while it's got some pretty interesting... Insights. Some that we might not expect.

M: I'm all ears.

D: Like, honestly, one of the biggest things that's changed in the business world recently has been the rise of, you know, remote work.

M: Yeah. Absolutely. I mean, it feels like virtual meetings are the new normal. Right?

D: Yeah. Totally. And it's not even just about, like. You know, being comfortable on camera. I feel like the way we communicate has, like...

M: Right.

D: Fundamentally changed.

D: Yeah. I think that's a really good point. It's not just about what you say anymore...

D: Exactly.

M: But how you say it

D: Yeah.

M: Especially online.

D: Right. And our source really digs into this. They talk a lot about the need for, you know. Clear and concise writing, especially when it comes to emails. You know? They stress using strong verbs and getting to the point quickly.

M: Makes sense.

D: Have you found that to be true in, like...

M: Oh, totally.

D: Your own work?

M: Absolutely. I mean, think about it. We're all dealing with overflowing inboxes. Right? You've gotta grab the reader's attention right away, and no one has time to read through, like. Paragraphs of fluff.

D: Totally. And then there's the whole. Video call thing.

M: Oh, yeah.

D: I mean, suddenly your body language

M: Right.

D: Tone of voice, even what's in the background behind you, it all matters.

M: Yeah. It all plays a role in how people perceive you.

D: Totally. And we can't forget about all the technical skills that come with remote work.

M: Oh, yeah. You're right.

D: It's like time management, all the different project management tools

M: Oh, yeah.

M: Like being comfortable on Slack and those sorts of things.

M: Right. All those collaboration platforms.

D: It's not even just a nice to have anymore.

M: Nope.

D: It's, like, essential.

M: Essential. Yeah. For sure.

D: Speaking of Slack, actually. This is so embarrassing, but I have this story.

M: Okay.

D: So the other day, I was on Slack, and I accidentally. Sent a message to my entire team.

M: Oh, no.

D: That was meant for my friend

M: Oh my gosh.

D: And it was about this, like, you know, really specific reality TV show.

M: I can only imagine.

D: Like, I was mortified.

M: Oh, I bet.

D: But, honestly, it made me realize. How important it is to be really careful about who you're sending things to when you're working remotely.

M: Absolutely. Yeah. In a virtual environment, those little mistakes can really...

D: Right.

M: Impact how people see you professionally.

D: Totally.

M: I mean, it really all goes back to building strong relationships and making sure there's that trust there

D: I would do that.

M: Even when you're not physically in the same space.

D: So true. Yeah. Okay. So let's shift gears a bit and talk about something else that's really shaping the future of business English.

M: Okay.

D: Artificial intelligence.

M: AI.

D: Yeah. I have to admit, I'm a little freaked out by it.

M: Yeah. I get that.

D: Like, are robots gonna take over all our jobs?

M: Right. It's like a sci fi movie waiting to happen.

D: I know.

M: But our source actually brings up some really interesting points about AI in the workplace.

D: Like what?

M: Well, they talk about how AI can be a powerful tool.

D: Right.

M: But it's more about using it to augment human capabilities

D: Okay.

M: Than completely replacing us.

D: So more like a superpowered assistant

M: Exactly.

D: Than a job stealing Terminator.

M: Yeah. More like a helpful sidekick than a villain.

D: Okay. That makes me feel a little better.

M: Good.

D: So what kinds of things can AI actually help with in the workplace?

M: Well, the source mentions things like translation, you know, helping to write more clearly and even analyzing data.

D: Wow.

M: But they also emphasize that there are some skills that AI just can't replicate.

D: Like what?

M: Things like creativity, critical thinking, and, you know, really complex problem solving.

D: Well, it sound like pretty human skills.

M: They are. And the source even talks about how AI is being used for decision making now.

D: Oh, wow.

M: So it makes you wonder, will managers even need the same soft skills?

D: That's a good question.

M: Yeah. I mean, it seems like we might need a different set of soft skills in the future.

D: Maybe skills that help us, like, work with AI or understand the data it gives us.

M: Exactly. It's not about rejecting technology, but learning how to use it well.

D: And ethically.

M: Yeah. For sure.

D: Which brings us to, I think one of the biggest takeaways from this whole source.

M: Yeah. Okay.

D: The skills that are gonna be most important in the future.

M: Yeah.

D: I mean, obviously, strong written and verbal communication skills are still key.

M: Of course.

D: But we also have to be good at time management and using all these different collaboration tools

M: Right.

D: And being aware of different cultures in a globalized and virtual workplace.

M: Absolutely.

D: And maybe, most importantly, we have to be adaptable and, like, always be learning new things.

M: Yeah. Be open to continuous learning.

D: I think that's what stood out to me the most.

M: I agree. If you look at the bigger picture, lifelong learning is no longer just a nice thing to do.

D: Right.

M: It's essential for anyone who wants to keep up.

D: I used to think lifelong learning meant, like, reading boring textbooks and taking tests forever.

M: I know. Right?

D: But this source actually talks about a lot more engaging ways to keep learning. Things like online courses, webinars, even just like reading industry publications and practicing your skills.

M: Right.

D: And that's what I find so encouraging about it.

M: Yeah.

D: Because those are things that we can all fit into our busy lives.

M: Absolutely. Lifelong learning doesn't have to be overwhelming.

D: Right.

M: It's about finding resources that you actually enjoy

D: Yeah.

M: And making learning a part of your everyday routine.

D: Totally. So to wrap things up, I think what we've learned today is that the future of business English isn't just about speaking the language.

M: Right.

D: It's about being able to adapt to all these new technologies. And communicating effectively in a virtual world.

M: Yeah.

D: And maybe most importantly, having that mindset of always being willing to learn new things.

M: Couldn't agree more.

D: So to leave you with something to think about. What's one skill from this deep dive that you can start working on this week?

M: To make sure you're ready for whatever the future brings. That's a great question for everyone listening.

D: I think so too.

M: Thanks for listening.

D: See you next time.

M: Bye.