



## **The Impact of Information Technology on Communicating Business Matters – Challenge for ESP Teachers**

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### **Abstract**

Nowadays it is becoming more and more unusual to find a business that does not use some type of computer system. Practically every department, ranging from the front office to the storehouse, has a computer of its own or uses a computer processing service. Thanks to it the exchange of information via the net, i.e. either the Internet or the intranet, is much faster and more efficient, and the information itself is short and always to the point. It leads to a new way of communication that is simplified, but not simple. For someone not involved in the business it may even be incomprehensible due to a large number of abbreviations, acronyms, neologistic and jargon expressions typical of one particular business environment. A great many graduate trainees face this reality in the first weeks or sometimes even months of their hard-earned jobs. Despite being thoroughly trained in their professions and having a relatively good command of English, those ambitious entrepreneurial youngsters feel at sea when it comes to understanding their older, more experienced foreign colleagues and superiors. Short text messages, e-mails, internal documents of various kinds which they have to deal with on a daily basis as well as teleconferencing and training courses - all in English but somehow this English differs from the language learnt and used while studying. They seek help from ESP teachers who are well-versed in technology-soaked business jargons. Being one of them, one who once used to repel technology, I would like to share my experience and present my discoveries and obstacles which I have encountered during my lessons and make suggestions how to take advantage of the knowledge that I have acquired myself in the process of teaching.

The focus of my interest is the field of finance, with particular attention put to the language of accounting, and the field of quality control.