Contribution ID: **105**   Type: **not specified**

USING AI TOOLS TO SUPPORT TEACHING AND LEARNING BUSINESS ENGLISH

In this digital era, the application of AI tools has become increasingly significant in education and training. Particularly in tertiary education, teaching and learning currently face challenges of using AI effectively to optimize learning outcomes. This paper examined how AI could support teaching and learning in Business English courses. There is a phenomenon that students usually lack experience of the business world, and thus they find it difficult to come up with ideas for communication in business settings. By doing action research, the author took steps to conduct the study based on qualitative research methods. Participants were second-year students from two Business English courses at HUFLIT's Faculty of Foreign Languages. They were allowed to employ AI tools for generating ideas and content so that they could carry on oral communication in business scenarios. According to the students'feedback, the assistance of AI tools have made tasks on Business English easier for them both in class and self-study, thereby enhancing their learning outcomes. The study's findings showed that most students have positive comments on the practice. Therefore, further research on similar application of AI tools in Business English teaching and learning should be encouraged on a larger scale to help gain more insights into the effectiveness of the approach.

Key words: AI tools, Business English, learning outcomes

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Track Classification: AI and TESOL: Innovations in English Language Teaching