

ENGLISH LANGUAGE AND COMMUNICATION SKILLS

This is a practical course for professionals who are already working in English in an international business environment and who would like to communicate more effectively and with greater impact in English.

Each course is bespoke and designed to address the specific needs and objectives of the participants. Prior to the start of the course you will complete a training needs analysis and online diagnostic test and have a speaking skills assessment with your trainer.

The course will be tailored to both your individual needs and level of proficiency. Together we determine the areas of focus, taking your work role into consideration. Content is likely to include some or all of the following:

- social interaction and cultural awareness
- pronunciation and accent reduction
- grammar and extension of vocabulary
- discussion of topical issues and areas of specific interest to you
- business etiquette and appropriate communication style
- agreeing/disagreeing and using diplomatic language
- tone/register and degrees of formality
- the language of meetings and negotiations
- presentation skills
- persuading and influencing and developing a line of argument
- telephone skills, conference calls and etiquette
- effective written communication: emails, letters, reports

And for advanced speakers:

- communication styles: different personalities, cultures, stakeholders
- rapport building
- effective upward and downward communication
- resolving sensitive issues
- speaking with confidence/authority
- conflict resolution
- presenting with impact
- clear diction
- effective delivery techniques
- non-native speaker confidence
- proactive listening
- giving feedback

Format Weekly 1.5 hour sessions, face-to-face or virtual.

Who should attend? Professionals who use English for business purposes.

Maximum number of delegates 1-2-1 recommended. Alternatively, small groups of 2 - 4.