



## Business English Skills Training

### Description

#### Introduction:

This course combines specialized classes in International Business English communication skills and concepts with general English language skills.

This course is designed to give participants the English skills they need to work effectively in today's global marketplace.

English skills and vocabulary are developed through exercises, case studies, role plays and research on business topics including: I.T., finance, accounting, marketing, advertising, sales, negotiation, business practices, and cultural comparisons in business operations and appropriate grammar

#### Objectives:

##### On this course, participants will learn:

- to communicate with others in practical, business-oriented situations
- to express themselves in English with greater fluency, accuracy and confidence
- to handle themselves in English in a variety of business contexts, from negotiating, to using the telephone, to making presentations, to socialising

#### The Contents:

##### Introductions

- Course outline and approach
- Describing your role and responsibilities
- Typical & critical scenarios you use the target language in, key issues

##### Meetings

- Chairing, setting the agenda, controlling the conversation

- Participating, turn-taking, listening and taking notes
- Being diplomatic, agreeing and disagreeing

## **Business Correspondence**

- Emails – register, style, standard phrasing
- Notes and memos
- Business-specific language phrases

## **Telephoning**

- Checking & clarifying information
- Finance-specific scenarios
- Listening to different accents, intonation

## **Making Presentations**

- Introducing a topic effectively
- Linking and sequencing ideas
- Concluding
- Responding to questions

## **Process Management**

- Describing processes, cause and effect
- Criticising, recommending
- Quality assurance, continuous improvement

## **Negotiating**

- Key negotiating language, framing your argument
- Negotiating with suppliers
- Negotiating with customers

## **Social English**

- The first five minutes
- Speed networking – the elevator pitch
- Small talk, turn-taking
- Business conventions