



## COURSE DETAILS

Course length	8 - 48 hours – each module lasts 8 hours
Lessons	4 - 24
Frequency	Two 120-minute lessons per week
Study Centre/homework	2 hours per week (recommended minimum)
Levels	A2 to B2 (Pre-Intermediate -Upper-Intermediate)
Group size	6 – 8 people

## COURSE FOCUS

This course focuses on improving your COMMUNICATION SKILLS in specific areas and covers:

**SPEAKING**

**LISTENING**

**WRITING**

**VOCABULARY**

**PRONUNCIATION**

with some work on:

READING

GRAMMAR

## COURSE CONTENT

You can choose which of the following modules you wish to study and create a course which best suits your company's needs. The following is an example of what you will study in each of the modules:

### Telephone Skills

- Answering the phone
- Taking and leaving messages
- Giving and checking details
- Dealing with communication problems
- Pronunciation of letters and numbers
- Arranging a meeting
- Voicemail greetings
- Structuring a message
- Making and confirming travel arrangements
- Changing arrangements
- Saying times and dates
- Mobile phone calls
- Taking calls from potential clients
- Navigating a helpline
- Making offers and requests
- Making and dealing with complaints

### Email Skills

- Email vocabulary
- Subject lines
- Attachments
- Common abbreviations
- Making and replying to enquiries
- Asking for payment
- Informing and replying
- Making travel arrangements
- Arranging meetings, changing and confirming details

- Making and dealing with complaints
- Apologising
- Talking about deadlines and taking action
- Referring to and quoting from previous emails
- Formal and informal expressions
- Being indirect and polite
- Being direct and brief

## **Meetings**

- Making introductions
- Starting a meeting
- Stating objectives
- Making your point
- Interrupting politely and dealing with interruptions
- Asking for contributions
- Giving your opinion
- Agreeing and disagreeing
- Reporting on company progress
- Referring to visual aids
- Asking for clarification
- Chairing a meeting
- Making notes during a meeting
- Summarising the results
- Confirming decisions and action points
- Follow-up emails

## **Presentations**

- Welcoming the audience
- Introducing yourself and colleagues
- Presenting the topic
- Outlining the presentation
- Handouts/ slides
- Presenting visuals
- Describing graphs
- Signposting
- Dealing with questions
- Summarising the main points
- Concluding the presentation
- Making recommendations

## **Social English**

- Meeting visitors on arrival
- Welcoming visitors to your company
- Asking about the journey
- Offering refreshments
- Talking about plans/ schedules
- Small talk: family, travel, free time
- Giving directions in a building
- Giving a company tour
- Recommending things to do and see
- Giving directions around a town
- Restaurants
- Following up a visit with an email
- Trade fairs: talking about your company/ your products
- Following up a new contact via email