

BUILDING COMMUNICATION SKILLS

Better English, Better Chances

> DESTINATARI

Persone che desiderano migliorare la propria capacità comunicativa in lingua inglese con interlocutori stranieri

> PRE-REQUISITI

Il corso richiede la conoscenza dell'inglese da livello B1

OBIETTIVI DEL CORSO

Trasmettere ai partecipanti le competenze per una comunicazione più efficace in lingua inglese.

OBIETTIVI DI COMUNICAZIONE

Il corso intende trasmettere ai partecipanti le competenze proprie del linguaggio business al fine di una maggiore efficacia nell'utilizzo del telefono, comunicazioni scritte, presentazioni, instaurazione di rapporti sociali professionali e capacità d'interazione nei rapporti con clienti e interlocutori internazionali.

CONTENUTI

Telephone skills

- » Key phrases
- » Making /changing appointments and giving invitations
- » Checking understanding
- » Leaving and taking messages
- » Receiving and giving information
- » Handling enquiries and orders
- » Getting and giving news
- » Dealing with problems
- » Handling complaints
- » Clarifying work procedures with international colleagues, clients or suppliers

Business Socialising

- » Key phrases: formal and polite expressions
- » Greetings and introductions
- » Offering assistance
- » Using 'small talk'
- » Business lunch and social interactions
- » Relationship building

Writing skills for e-mail and written communications

- » Key phrases and sentence structure
- » Asking for information
- » Responding to requests and handling enquiries
- » Fixing appointments and schedules
- » Clarifying information
- » Processing documents, orders and invoicing

Presentation skills

- » Structure of a presentation: introduction, body, summary and conclusions.
- » Specific vocabulary and expressions for presentations: 'connectors', and 'signposting'.
- » Practice of verbal expressions for the appropriate language level.
- » Practice of relevant non-verbal techniques.
- » Effective visual supports (slides, charts, diagrams).
- » Managing questions and answers.
- » Practice of techniques for maintaining audience contact and interest.

OUR MISSION

To enable participants to be global players by maximizing their communication skills

Improved language



Better communication

More effective performance

CONTENUTI

Meetings

- » Setting up the meeting
- » Opening a meeting
- » Self-introduction
- » Introducing the company organization
- » Giving and receiving information
- » Giving opinions
- » Expressing agreement
- » Describing projects and products
- » Explaining procedures
- » Making suggestions
- » Defending a position
- » Convincing others
- » Closing a meeting

Basic negotiations skills

- » Introduction to negotiations
- » Phases of negotiation
- » Starting & closing the meeting
- » Introduction to persuasive communication and expressions

CONTENUTO LINGUISTICO

Vocabolario business, espressioni e strutture grammaticali correlate.

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SINCERT



ANCIS

Qualità

SOG. CERTIFICATO

UNI EN ISO 9001

La certificazione si
riferisce alle attività
ed alle sedi di cui
al certificato n. 13

BULATS
Business Language Testing Service

Quality First Group
QFG