

ENGLISH FOR BUSINESS



MODULES:

Jobs. Describing your job, answering questions, corporate structure, forming questions and discussing various roles. (2 Hours)

Presentations. Preparing for a presentation, structure, visual aids, describing items, summarizing, handling questions, giving a great introduction and managing discussion. (3 Hours)

Charts, Facts & Figures. Describing a chart, discussing figures, using large and small numbers. (3 Hours)

Small Talk. Keeping the conversation going, speaking about informal topics, speaking politely, changing the subject, disagreeing, agreeing, accepting and declining an invitation, and eating out. (3 Hours)

Using the Telephone. Leaving a message, receiving a call, asking for repetition, setting up an appointment, cancelling or changing an appointment, dealing with complaints, ending a phone call, and phone etiquette. (3 Hours)

Meetings. Holding an effective meeting, chairing a meeting, establishing the purpose of a meeting, making a decision, interrupting, stating an opinion, asking for clarification, ending a

meeting, and using effective meeting techniques. (3 Hours)

Negotiating. Types of negotiation, preparing for a negotiation, negotiation techniques, bargaining and making concessions, accepting and confirming, summarizing, dealing with conflict, rejecting, and ending a negotiation. (3 Hours)

Correspondence. Writing a letter, fax, C.V. or e-mail; commonly used phrases; correct grammar; correct punctuation and style. (4 Hours)

Case Study. Study of significant business milestones and people that impacted the business world. (4 Hours)

Presentation. Presentation of a key issue in the business world using the skill and information discussed in this class. (2 Hours)

- Each course is designed for 3 – 5 students and consists of 30 hours of study with a presentation element at the end.
- The goal of this course is to introduce students to some of the concepts important for use in business and to improve overall communication for use at work.

Intensive course | on the **first Monday** of every month starting **October 2013**



LANGUAGE POINT

Milano, Piazza Aspromonte 35

+39 02 29521559 +39 02 87387922 info@languagepoint.eu