

DIDACTIC PROGRAMME BUSINESS & LEGAL COMMUNICATION SKILLS

→ 16 HRS

For learners of Business English at intermediate or upper-intermediate level who want to practise more conventional language areas and write better emails

We offer 4-hour training sessions based on client need to be functional in their day to day work environment. This proposal identifies two sessions concentrating on **Emailing from a Legal Perspective** – enabling participants to understand and experiment writing with a legal scope – while two other sessions deal with **Emailing from a Business Perspective**, placing participants into controlled practice scenarios, providing the opportunity to write, understand and respond while being coached.

Language Point offers **Four 4-Hour Sessions** as listed below:

➤ **Legal Emailing**

(potential topics depending on the hours and the needs of the students)

1	Legal Disclaimers <i>What are Legal Disclaimers</i> <i>Why Do Need Them (Legal Reasons)</i>	9	Policies
2	Confidentiality <i>What is it?</i>	10	Email Retention <i>Monitoring</i> <i>What not to send</i>
3	Privacy Issues <i>When have you waved your rights?</i>	11	Record Keeping <i>Searching (Being Able to Search)</i> <i>Archiving</i> <i>Producing Emails</i> <i>Organising in a File</i> <i>Legal Issues, Deleting</i>
4	Confidentiality Notices <i>What are they and what do they say?</i> <i>What should I include?</i>	12	Integrity (Accuracy) <i>Checking Facts, Numbers and Addresses</i>
5	Transmission of Viruses <i>E-Mails as Contracts</i> <i>Are You Legally Bound?</i>	13	Email Structure <i>Content and Style</i> <i>Format and Structure</i> <i>Salutations</i> <i>Upper Case Letters</i> <i>One Topic Per Mail</i> <i>Informal and Formal</i> <i>Image</i>
6	Negligent Statements	14	Professionalism <i>Don't Send Jokes</i> <i>Confidential Business E-Mails</i> <i>Personal Use of Emails</i> <i>Media Considerations</i>
7	Employer Liability	15	Ethics <i>Ethical Use of Computers</i>
8	Employer Liability		

➤ Business Writing and Communication

(potential topics depending on the hours and the needs of the students)

1	Rephrasing and Adding Impact	9	Making Decisions
2	Persuasive Language	10	Giving Advice
3	Pointing Out Discrepancies	11	Correcting Errors
4	Breaking Bad News and Writing a Report	12	Shortening and Simplifying Emails
5	Giving Feedback	13	Adding Personal Touches to Emails
6	Speculating About a Problem	14	Choosing an Appropriate Email Style
7	Solving Problems	15	Negotiating Tactics
8	Presenting an Idea	16	Speculating about the Future Summarising and Discussing Ideas

Features of the series include

Individual needs analysis and learning journal	Helpful suggestions for language study
Awareness-raising activities	Regular language reference and review sections
Extensive personalized exercises	Photocopiable resources for further practice
Tips for effective performance in business	

BASE PROGRAMME B1+/B2

Grammar

- Tense Review
- Question Formation and Word Order
- Modal Verbs
- Linking and Contrasting Ideas
- Passives
- Articles
- Future Tenses
- Rhetorical Techniques
- Narrative tenses
- Reporting
- Language of Diplomacy and Persuasion

Areas of Study

Business Communication	Writing Skills	Email Writing Skills
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Methodology

Sessions will be presented as workshops, during which the participants are expected to play a strong role in the learning process.

Continuous feedback is one of our commitments

Although group sessions will be held, we are dedicated to integrating each individual's learning style, language level and professional area in our process

Real-time simulations of business writing, communication and emailing will provide solid base activities to the course

Trainers

Language Point trainers are professionals with sector-specific training, experience and expertise. Our team is made of specialists who represent the broadest range of educational background, experience, nationality and interests.