

<p>Business Language Training for Personal Assistants/Secretaries</p>	<p>30-40 hours, 2 or 3-hour lessons spread over 2-16 weeks</p> <p>Secretaries and PAs often have to work in the chosen language on behalf of their managers and colleagues. Whether it's dealing with unexpected telephone calls and sending out emails, or acting as the company's 'gatekeeper', a good knowledge of languages is essential.</p> <p>The course can be tailored to meet your company's specific needs.</p>
<p>Objective</p>	<p>The aim of this course is to improve your business and social language skills in a typical working environment. You will work round real and fictitious scenarios, concentrating on the four main language skills of speaking, listening, reading and writing.</p>
<p>Content</p>	<p>Speaking/Listening:</p> <ul style="list-style-type: none"> <li>• Meeting, greeting and helping clients, colleagues and suppliers</li> <li>• Exchanging information including standard procedures, a company overview, responsibilities, requests and requirements</li> <li>• Making requests &amp; suggestions</li> <li>• Planning appointments, meetings and conferences</li> <li>• Social conversation</li> <li>• Tact &amp; Diplomacy</li> <li>• Dealing with complaints/problems</li> </ul> <p>Telephoning:</p> <ul style="list-style-type: none"> <li>• Dealing with in and outbound calls professionally using the appropriate standard conventions</li> <li>• Verifying and clarifying information appropriately without causing offence</li> <li>• Spelling names and e-mail addresses using international phonetic alphabets</li> </ul> <p>Writing/Reading:</p> <ul style="list-style-type: none"> <li>• Writing letters and e-mails using professional standard conventions</li> <li>• Planning and writing e-mails and letters</li> <li>• Being clear and concise</li> <li>• Being accurate (grammar and punctuation)</li> <li>• Using appropriate tone and style (formal vs informal)</li> </ul>
<p>Vocabulary and grammar</p>	<p>As relevant to the above situations</p>
<p>Materials</p>	<p>Business grammar book and/or telephoning/email writing book, CD Rom, online resources, company and job-related authentic materials.</p>

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