



Helping business people to develop effective communication skills in English



The School

ELC has been working with international business people for over 50 years. Courses take place in our dedicated Business Centre where the fully-equipped executive training rooms include interactive whiteboards. Our specialist trainers are highly experienced and well qualified with a proven track record of success working with business people of all types and at all levels.

The Course

EMGO consists of 30 lessons per week (22.5 hours) with a maximum of 4 participants. Each course is designed by the trainer to meet the needs of its participants and is therefore a unique package, targeted to improve business performance in English. The focus is on using English in your daily work and on general business communication skills: eg taking part in meetings, giving presentations, telephoning.

Trainers use presentations, case studies, workshops and role-play simulations and some sessions are filmed for detailed analysis and feedback. Use of our computerised Language Laboratory focuses on pronunciation and intonation and participants have free access to our self-study centre outside their lesson times.

Course Content and Outcomes

By the end of the course you will be able to use English more confidently in your daily work and communicate more effectively in the business areas that were focussed on.

The course is based on a detailed Needs Analysis that begins prior to arrival and is reviewed continuously throughout the two weeks. The content is therefore flexible, but a typical course will include:

- Discussion skills & participating in meetings
- Giving presentations
- Telephoning & E-mailing
- Intercultural awareness

Key Facts

- A practical, flexible and highly personalised course
- 30 lessons per week (22.5 hours)
- Maximum 4 participants; Minimum age 21
- Intermediate (CEFR B1) level of English or above
- Business Suite facilities include TV & coffee lounge and Wi-Fi access
- **Recommended for:** general business people who use, or will need to use English in their daily job



Sample Timetable

WEEK ONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 – 10:30 (2 lessons)	Introductions: <ul style="list-style-type: none"> Welcome to the ELC Trainers, course & materials Needs Analysis: <ul style="list-style-type: none"> Establishing language needs Course goals & objectives 	Business Skills: Meetings <ul style="list-style-type: none"> Participating Chairing The language of meetings	Problem-solving & Decision-making: <ul style="list-style-type: none"> Establishing priorities Making suggestions Weighing up pros & cons Defining solutions 	Business Skills: Presentations <ul style="list-style-type: none"> Effective introductions Rhetorical language Structuring your talk 	Individual presentations plus Q&A session Videod for analysis and group feedback
10:30 – 10:50	BREAK	BREAK	BREAK	BREAK	BREAK
10:50 – 12:20 (2 lessons)	Initial presentation: <ul style="list-style-type: none"> Presenting yourself and your company Describing your products/ services Roles & responsibilities	Role-play: Meeting simulation Videod for analysis and group feedback	Discussion skills 2: <ul style="list-style-type: none"> Question techniques Handling difficult questions Controlling the conversation Plus mini role-play.	Case study: Problems at Harley Davidson Plus analysis & feedback	Discussing data in meetings: <ul style="list-style-type: none"> Describing graphs Figures & trends Language of cause, effect & implication
12:20-13:20	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:20 - 14:50 (2 lessons)	Discussion skills 1: <ul style="list-style-type: none"> Checking understanding Clarifying Paraphrasing Guided discussion: topical business issues	Language awareness: Grammar Self- study skills: Developing good study habits	SWOT analysis of company: <ul style="list-style-type: none"> Individual presentations Q&A session 	Presentation workshop: <ul style="list-style-type: none"> Preparation for individual presentations Guided personalised practice 	Language skills workshop: Improving your listening Video session: Great presenters (Steve Jobs, TED)
15.00 – 16.30 (2 lessons)	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs

WEEK TWO	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 – 10:30 (2 lessons)	Course review: Reassessing needs and objectives Workshop: Business report writing	Business Skills: Negotiating <ul style="list-style-type: none"> Negotiation theory Tips & techniques Stages of a negotiation Key phrase 	Business Skills: E-mailing <ul style="list-style-type: none"> Fixed phrases Formal v. informal language Being clear and polite Tips & guidelines 	Business Skills: Telephoning 1 <ul style="list-style-type: none"> Telephone phrases Getting through Leaving a message 	Business Skills: Socialising <ul style="list-style-type: none"> Starting a conversation Sounding interested Conversation topics Plus practice
10:30 – 10:50	BREAK	BREAK	BREAK	BREAK	BREAK
10:50 – 12:20 (2 lessons)	Guided Discussion: Topical business issues Plus feedback	Role-play simulation: Customer- supplier negotiation Videod for analysis and group feedback	Podcast: What your e-mails say about your career prospects Internet resources: Business English on the web	Language skills workshop: Improving your pronunciation <ul style="list-style-type: none"> Personalised advice and practice 	Intercultural awareness: <ul style="list-style-type: none"> Cultural differences Business and management issues Working in an international team
12:20-13:20	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:20 - 14:50 (2 lessons)	Language awareness: Words, word families & phrases Self-study skills: Developing your vocabulary	L Language focus: <ul style="list-style-type: none"> Use of conditionals The grammar of politeness & diplomacy 	Discussion skills 3: <ul style="list-style-type: none"> Interrupting Preventing interruption Plus role-play practice	Business Skills: Telephoning 2 <ul style="list-style-type: none"> Information, action, requests Dealing with problems Plus role-play practice	Course review: <ul style="list-style-type: none"> Evaluation & feedback Lessons learned Going forward Open forum
15.00 – 16.30 (2 lessons)	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs	1:1 lessons tailored to the client's needs