

# SPEAKING WITH CONFIDENCE



## Description:

A fun interactive course designed to allow learners to be able to liaise directly with English speakers in formal business and social settings both as a group or to an audience.

## Duration:

16 hours

## Requirements:

English Proficiency B2 Upper Intermediate  
Minimum Course Loading 5 Learners

## Key Learning Objectives:

- Identify and correct common mistakes in pronunciation and grammar of spoken English.
- Plan, rehearse and practice speaking English in business and social settings as part of a group or whilst addressing an audience.

## Key Learning Outcomes:

- The learner will be able to confidently host a business meeting in a formal surrounding with native English speakers.
- The learner will be able to confidently host native English speakers in a social environment.

## Who should Attend?

Members of staff who commonly have to deal with English speaking clients or key stakeholders in person and inform or influence them of complex subjects.



# BUSINESS COMMUNICATION



**INSPIRE  
ELITE**  
TRAIN FOR SUCCESS

## Description:

Introduce your key team members to effective business communication, both written and spoken and have them be your company ambassadors. Avoid embarrassing confusion or delays internally and externally

## Duration:

16 hours

## Requirements:

English Proficiency B1 Intermediate  
Minimum Course Loading 2 Learners

## Key Learning Objectives:

- Answering phone calls and conduct effective phone conversations.
- Effective notetaking.
- Overview on effective email and memorandum writing.
- Agenda and minutes writing.
- Identify and correct common mistakes in written English.

## Key Learning Outcomes:

- The learner will be able to be a company ambassador through their written and spoken communications.
- The learners will be able to write with accuracy, clarity and brevity notes, emails, memoranda and key business documents.

## Who should Attend?

Members of staff engaged in English verbal and written communication with key managers internally and any external communications. Front of house staff, secretarial staff, sales staff and junior managers would benefit the most.



# PRESENTATION SKILLS



## Description:

A fun interactive course that will allow you to plan, design and deliver great presentations to inform and influence English speaking audiences. Work as a sole presenter or as a team to effectively put your point across.

## Duration:

16 hours

## Requirements:

English Proficiency B1 Intermediate  
Minimum Course Loading 5 Learners  
Laptop with Microsoft Office Powerpoint or other presentation software

## Key Learning Objectives:

Understand essential Powerpoint fundamentals.  
Plan and develop excellent presentation content.  
Write, rehearse and deliver presentation scripts.  
Develop stage presence.  
Identify and correct common mistakes in written and spoken English.

## Key Learning Outcomes:

The learner will be able to effectively plan, develop and deliver great presentations to an English speaking audience.

## Who should Attend?

Members of staff who commonly have to deal with clients or key stakeholders in English and inform and influence on complex subjects in a business setting.



# INTERVIEW SKILLS



**INSPIRE  
ELITE**  
TRAIN FOR SUCCESS

## Description:

A lot of weight is put on interviewing in the modern business environment, be this for interviewing candidates or for discipline. A poorly planned and run interview is not only a poor use of time but it can also mean that the wrong person is hired and this can be costly. Avoid these mistakes by ensuring your team can effectively interview correctly.

## Duration:

16 hours

## Requirements:

English Proficiency B1 Intermediate  
Minimum Course Loading 2 Learners

## Key Learning Objectives:

- Effectively identify interview outcomes.
- Create aligned effective interview questions.
- Learn and practice basic interview techniques.
- Identify basic equivocal behaviours.
- Write an interview report.

## Key Learning Outcomes:

- Be able to plan and conduct a hiring screening call.
- Be able to effectively plan and conduct a job interview in English.
- Be able to effectively plan and conduct a disciplinary interview.

## Who should Attend?

Members who staff who are involved in hiring or disciplining staff members. HR staff members would benefit the most from this course.

# CUSTOMER SERVICE SKILLS



## Description:

Have your staff manage their phones confidently but ensuring they understand and rehearse their scripts as well as being able to handle objections in English.

## Duration:

16 hours

## Requirements:

English Proficiency B1 Intermediate

## Key Learning Objectives:

- Answering phone calls and conduct effective phone conversations.
- Overview on phone scripts.
- Effective notetaking.
- Overview on effective email writing.
- Dealing with objections.
- Receiving walk-ins.
- Identify and correct common mistakes in pronunciation and grammar of spoken English.

## Key Learning Outcomes:

- The learner will be able to confidently speak with customers over the phone in English.

## Who should Attend?

Members of staff who commonly have to deal with clients or key stakeholders in English and inform and influence on complex subjects. Receptionist staff and customer service staff would benefit the most from this.

# SALES SKILLS & TECHNIQUES



**INSPIRE  
ELITE**  
TRAIN FOR SUCCESS

## Description:

Have your key sales personnel understand the key motivators of their potential clients so that they may best market and pitch your products and services.

## Duration:

16 hours

## Requirements:

English Proficiency B2 Upper Intermediate

## Key Learning Objectives:

- Overview of sales techniques and processes.
- Understanding key motivators and how they can be used in sales and marketing.
- Plan, rehearse and deliver effective phone and in person pitches.
- Plan and write written pitches.
- Identify and correct common mistakes in pronunciation and grammar of spoken English.

## Key Learning Outcomes:

- The learner will be able to more effectively pitch through various mediums to English speaking potential customers.

## Who should Attend?

Members of staff who commonly have to deal with clients or key stakeholders in English and inform and influence on complex subjects. Sales staff and client managers would benefit most from this course.



# WRITTEN CORRESPONDENCE



**INSPIRE  
ELITE**  
TRAIN FOR SUCCESS

## Description:

You have received that email written in a mixture of Manglish and text-speak and you cannot make head nor tails of it. Ensure it does not happen again, or worse yet one of your clients receive something similar. Our written correspondence course will train your team on the difference and importance of proper letter writing.

## Duration:

16 hours

## Requirements:

English Proficiency B1 Intermediate

## Key Learning Objectives:

- Introduction to effective written communication.
- Letter writing.
- Email and memoranda writing.
- Writing key business documents.
- Identify and correct common mistakes in written English.

## Key Learning Outcomes:

- The learner will be able to correctly select and write formal and informal correspondence for both business and social occasions.

## Who should Attend?

Members of staff who commonly have to deal with clients or key stakeholders in English and inform and influence on complex subjects. Reception staff, account managers and junior managers would most benefit from this course.

# CROSS CULTURAL TRAINING



**INSPIRE  
ELITE**  
TRAIN FOR SUCCESS

## Description:

Dealing with people of different cultures is full of potential pitfalls and faux pas'. As the global economy makes the world smaller make sure your team do not embarrass themselves when dealing with English speaking clients.

## Duration:

16 hours

## Requirements:

English Proficiency B2 Upper Intermediate  
Optional end of course dinner

## Key Learning Objectives:

- An introduction to British and other Western English speaking cultures.
- How to dress for the occasion.
- Dining and drinks etiquette.
- Making small talk.
- An introduction into formal social correspondence.
- Optional: Hosting a formal Dinner.

## Key Learning Outcomes:

- The learner will be able to seamlessly interact with those of different English speaking cultures.

## Who should Attend?

Members of staff who commonly have to deal with clients or key stakeholders in English and inform and influence on complex subjects.

