

English for Executive Secretaries & Assistants Workshop

Objectives

After attending this workshop you will be able to:

- Deal professionally with clients in person and by phone
- Liaise effectively with colleagues & counterparts
- Create stylistically accurate and correct letters, emails and reports
- Handle difficult situations tactfully and diplomatically

Contents

- Acting as gatekeeper
- Greetings and introductions
- Small talk and social language
- Giving and receiving information and advice
- Developing accuracy in taking and relaying of messages
- Handling difficult customers
- Commercial correspondence, emails and reports
- Differences between written and spoken communication

Methodology

- 'Direct Method', i.e. only English will be spoken
- Short input sessions
- Variety of interactive exercises
- Role plays and simulations

Target Group

All executive secretaries and personal assistants who need or will need to use English in their daily work.

Prerequisite

Intermediate level of English (B1 on the CEF*)

Duration

3 days

Number of Participants

8

Comments

This workshop concentrates on spoken rather than written language. Participants are asked to speak only English throughout the seminar.

** CEF = Common European Framework of Reference for Language Learning and Teaching.
Check your level of English with IBC's English Fitness Check.*