

## English for Operations Workshop

### Objectives

After attending this workshop you will be able to:

- Use core vocabulary of the operations area
- Perform more effectively in internal divisional meetings and discussions
- Resolve operational problems more quickly & effectively
- Handle queries and day-to-day issues with greater confidence

### Contents

- Overview & vocabulary of the main markets, products and methods of payment
- Troubleshooting trade queries and problems
- Being persistent in resolving difficulties
- Dealing with difficult customers by phone
- Liaising with colleagues and counterparts
- Understanding rapid figures and calculations
- Responding to trade queries
- Describing market movements and trends

### Methodology

- Direct method – Only English will be spoken
- Short input sessions
- Variety of interactive exercises
- Role plays and simulations

### Target Group

Staff working in the operations area who are increasingly having to deal with colleagues and counterparts in English, often handling quite complex issues, troubleshooting trades, etc. Typically, they will want to update their accuracy and fluency and improve their knowledge of the specialised terminology of this area.

### Prerequisite

Intermediate level of English (B1 on the CEF\*)

### Duration

3 days

### Number of Participants

8

### Comments

The workshop will focus principally on building confidence in the spoken language. Participants should be prepared to speak 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.*