

ENGLISH FOR PAs

A 5-day course on using English effectively as a PA



Course Programme

This is an outline programme, which we will adapt to meet your needs and interests. We always concentrate on building your ability and confidence performing in English, for your job. That means lots of active practice and feedback, based around realistic PA-tasks. It means grammar and accuracy are addressed continuously, in the context of your needs. Finally, it means you will have a challenging and useful week!

DAY ONE – GREETING VISITORS

INTRODUCTIONS

A chance for you to state your objectives for the course

MEETING NEW PEOPLE

Getting to know your fellow participants

Feedback on clarity and accuracy

IMPROVING YOUR COMPREHENSION

A chance to improve your comprehension and increase your business and social vocabulary

GREETING A VISITOR

- a colleague from a different branch
- a client
- an unexpected/unwanted visitor

Active exercises, with feedback to practise the professional language you need for hosting a visitor at the office

GRAMMAR WORKSHOP

Highlighting and addressing weaknesses

Setting goals for accuracy and grammar over the week

DAY TWO – PHONE CALLS, EXCHANGING INFORMATION

LANGUAGE LAB

Summarising and practising the most important language from Day One

DISCUSSING WITH COLLEAGUES

What are the key challenges when dealing with phone calls in English?

RECEIVING PHONE CALLS

- taking a call from a colleague (informal)
- taking a call from a client (formal)
- accurately taking a message with detailed information

MAKING PHONE CALLS

- leaving an effective voicemail message
- calling a client/supplier to request information
- directing someone to the office

Active practice of the most professional and effective language for informal and formal interactions on the telephone

IMPROVING YOUR COMPREHENSION

More help to build your confidence and understanding

DAY THREE – WRITING MINUTES AND E-MAILS

LEARNING REVIEW

A chance to revise and reinforce the language learned in the first two days

IMPROVING YOUR COMPREHENSION

Practice understanding a group meeting

TAKING NOTES

Practice writing notes, based on the group meeting listening exercise

Receive feedback on language and clarity.

DISCUSSING IN A GROUP

Take part in a group meeting on a relevant business topic

WRITING CLEAR AND PROFESSIONAL MINUTES

Work with your colleagues and trainer to create effective minutes for the meeting you were involved in

FOLLOWING UP BY E-MAIL

Write an e-mail follow up to the meeting

DAY FOUR – MANAGING YOUR BOSS’S DIARY

LANGUAGE LAB

Reinforcing and repeating the key language you have learned in the first three days

TALKING ABOUT SCHEDULES

- setting up meetings by telephone
- confirming meeting arrangements by e-mail

Feedback on telephone and e-mail language for scheduling your boss’s diary

GRAMMAR WORKSHOP

A chance to improve your tenses and word order

MAKING BOOKINGS

- booking a hotel room for your boss or a visitor
- booking flights for your boss's business trips

Active practice to learn key vocabulary for maximum clarity

IMPROVING YOUR COMPREHENSION

Further building your confidence in understanding native speakers

DAY FIVE – CHALLENGING INTERACTIONS

LEARNING REVIEW

An opportunity to revise and reinforce the language you have learned over the week

DISCUSSION: YOUR BIGGEST CHALLENGE

Talk about the communication challenges you currently face at work

IMPROVING YOUR COMPREHENSION

Listening to a difficult conversation – help understanding it and a discussion about the approach the speakers use

PRACTISING DIFFICULT CONVERSATIONS

- dealing with a difficult caller when your boss is not available
- refusing, cancelling, or rearranging a meeting
- persuading a colleague or client to do something
- practising a situation specific to your job

Active practice dealing confidently and professionally with the difficult situations you encounter

LANGUAGE LAB

Reinforcing and repeating the key language you have learned during your course

These exercises will be recorded onto a disc for you to take home and continue with your practice

SUMMARY AND CLOSE

Summarising the course and most valuable learning points

What do you need to work on next?