

Our 'In the box' 20-unit Business English programme develops both language and wider professional skills. The course follows a defined methodology and guarantees students the fundamentals of business English, whenever and where ever they are. This course is divided into five modules.

'In the box' Business English Module 1: Your Organisation

Unit	Knowledge	Professional Skills Development
Unit 1: You and your organization	<ul style="list-style-type: none"> ✓ Greetings and introductions ✓ Job role and performance objectives ✓ Skills and experience ✓ Interview responses 	<ul style="list-style-type: none"> ✓ Participating in interviews ✓ Giving constructive feedback ✓ Body language and professionalism
Unit 2: Describing your organization – culture, values and structures	<ul style="list-style-type: none"> ✓ Organizational values ✓ Behaviours at work ✓ Inductions/onboarding ✓ Strategic plans ✓ Types of organizations ✓ Key Performance Indicators 	<ul style="list-style-type: none"> ✓ Exploring cultural differences ✓ Evaluating work based behaviours ✓ Critically reviewing your organisation ✓ Producing an organogram
Unit 3: Describing organizational change and performance	<ul style="list-style-type: none"> ✓ Commercial trends ✓ Types and rates of change ✓ Social, economic and political change 	<ul style="list-style-type: none"> ✓ Interrogating graphs ✓ Critically reflecting on change and quality of life ✓ Describing performance over time
Unit 4: Marketing your organization	<ul style="list-style-type: none"> ✓ Identifying unique selling points ✓ Developing slogans ✓ Product descriptions 	<ul style="list-style-type: none"> ✓ Presenting a business concept ✓ Marketing a product ✓ Creative thinking

Important: Each module is delivered within the context of your organisation. This allows us to develop your Business English and at the same time generate powerful insights into your working culture and practice.

'In the box' Business English Module 2: Communication Skills

Unit	Knowledge	Professional Skills Development
Unit 5: Writing business e-mails	<ul style="list-style-type: none"> ✓ Structuring e-mails ✓ E-mail expressions and conventions ✓ Formal and informal language 	<ul style="list-style-type: none"> ✓ Writing professional and precise e-mails ✓ Cultural awareness ✓ Understanding the appropriate tone for the audience
Unit 6: Speaking professionally on the phone	<ul style="list-style-type: none"> ✓ Telephone expressions ✓ Telephone phrasal verbs ✓ Question structures 	<ul style="list-style-type: none"> ✓ Professional etiquette ✓ Active listening ✓ Speaking on the phone with confidence ✓ Questioning techniques
Unit 7: Participating effectively in meetings	<ul style="list-style-type: none"> ✓ Business meeting vocabulary ✓ Reported speech ✓ Business acronyms 	<ul style="list-style-type: none"> ✓ Participating in a meeting ✓ Managing a meeting ✓ Taking notes in a meeting
Unit 8: Negotiating with confidence	<ul style="list-style-type: none"> ✓ Negotiation terms and expressions ✓ Conditional structures ✓ The language of persuasion 	<ul style="list-style-type: none"> ✓ Negotiating strategies and techniques ✓ Active listening ✓ Presenting a proposal
Unit 9: Making small talk	<ul style="list-style-type: none"> ✓ Informal v formal language ✓ Business jargon and expressions ✓ Interests outside of work 	<ul style="list-style-type: none"> ✓ Responding to social differences ✓ Socializing at a business conference

Important: We believe training should be dynamic, engaging and fun without ever losing sight of clear developmental goals. You need to know what you have achieved and where you are going. Each unit clearly defines your learning objectives.

'In the box' Business English Module 3: Financial Skills

Unit	Knowledge	Professional Skills Development
Unit 10 and 11: Financial English	<ul style="list-style-type: none"> ✓ Financial trends ✓ The wider economy ✓ Company finance 	<ul style="list-style-type: none"> ✓ Analysing financial trends and statistics ✓ Managing budgets ✓ Using numbers and statistics
Unit 12: English for Banking	<ul style="list-style-type: none"> ✓ Borrowing/saving money ✓ The functions of a bank ✓ Banking products ✓ Types of banks 	<ul style="list-style-type: none"> ✓ Reviewing your financial health ✓ Making a credit application ✓ Using numbers and statistics
Unit 13: English for Accountancy	<ul style="list-style-type: none"> ✓ Assets and liabilities ✓ Balance sheet and income statements ✓ Cash flow 	<ul style="list-style-type: none"> ✓ Interrogating a company's financial situation ✓ Understanding different types of company structure ✓ Using numbers and statistics
Unit 14: English for Investments	<ul style="list-style-type: none"> ✓ Investments ✓ Market indicators ✓ The language of risk ✓ Company performance 	<ul style="list-style-type: none"> ✓ Evaluating company performance ✓ Making investment decisions ✓ Using numbers and statistics
Unit 15: English for Insurance	<ul style="list-style-type: none"> ✓ Types of insurance product ✓ The language of risk ✓ Insurance contracts ✓ Insurance claims 	<ul style="list-style-type: none"> ✓ Interrogating an insurance contract ✓ Communicating your requirements to an insurance broker ✓ Making an insurance claim

Important: Too often Business English is taught by teachers with little interest in business. Our trainers are committed to developing both your language and your business skills. So, for example, when we develop the language you need for business meetings it is natural for us also to improve your skills in managing and contributing to meetings.

'In the box' Business English Module 4: Organisational Skills

Unit	Knowledge	Professional Skills Development
Unit 16: Business Travel and Office Management	<ul style="list-style-type: none"> ✓ Travel advice ✓ Travel problems ✓ Travel arrangements ✓ Office layouts ✓ Stationary and equipment 	<ul style="list-style-type: none"> ✓ Making complaints ✓ Making recommendations ✓ Organizing events/trips ✓ Using numbers
Unit 17: Risk, Health and Safety	<ul style="list-style-type: none"> ✓ Attitudes to risk ✓ Hazards in the workplace/home ✓ ISO requirements ✓ Levels of risk ✓ Modals of obligation 	<ul style="list-style-type: none"> ✓ Quantifying and reporting on risk ✓ Action planning ✓ Mitigating risks ✓ Participating in a health and safety induction
Unit 18: Planning	<ul style="list-style-type: none"> ✓ The future form ✓ Appointments/meetings ✓ The language of planning and strategy ✓ SMART targets 	<ul style="list-style-type: none"> ✓ Making plans ✓ Organizing your time ✓ Defining strategic objectives

'In the box' Business English Module 5: Management Skills

Unit	Knowledge	Professional Skills Development
Unit 19: Managing people	<ul style="list-style-type: none"> ✓ The language of feedback ✓ Describing working culture ✓ Types of problems ✓ Stress (causes, symptoms, actions) ✓ Modals of advice and obligation (must, have to, should) 	<ul style="list-style-type: none"> ✓ Conducting performance reviews ✓ Conflict management techniques ✓ Generating solutions to problems ✓ Coaching others ✓ Giving advice and feedback ✓ Managing individual performance
Unit 20: Project management	<ul style="list-style-type: none"> ✓ Project management terminology ✓ Business idioms and phrasal verbs ✓ The language of risk ✓ The language of planning and resource allocation 	<ul style="list-style-type: none"> ✓ Organizing your time ✓ Planning a project ✓ Allocating resources ✓ Quantifying and reporting on risk ✓ Action planning ✓ Contingency planning