



PROFESSIONAL SKILLS WORKSHOPS

Improve yourself this summer: The Language Partnership are specialists in Business English. Our workshops are highly interactive and give you the opportunity to develop both your professional skills and English language. Part 1 of our summer series focuses on your key skills in e-mails, on the telephone and in meetings.

Date	Objectives	Topics
<p>Thursday 27 July 2017</p> <p>Writing effective e-mails at work.</p>	<p>You will improve both your fluency and accuracy when writing professional e-mails in English.</p> <p>You will enhance your wider professional skills by writing emails that have the right level of formality, clarity and cultural awareness.</p>	<p>Professional contexts</p> <ul style="list-style-type: none"> ✓ Writing a first contact email to a customer. ✓ Writing a meeting request and follow up email to a customer. ✓ Writing a progress report to your manager. ✓ Sending a meeting update to your team.
<p>Thursday 3 August 2017</p> <p>Speaking with confidence on the telephone.</p>	<p>You will improve both your fluency and accuracy when making professional telephone calls in English.</p> <p>You will enhance your wider professional skills by speaking on the telephone with the right level of formality, clarity and cultural awareness.</p>	<p>Professional contexts</p> <ul style="list-style-type: none"> ✓ Making first contact with a customer, supplier, external contact and promoting your project/product/service. ✓ Managing a difficult issue with a business contact. ✓ Organizing a meeting with a business contact. ✓ Participating in a teleconference.
<p>Thursday 10 August 2017</p> <p>Participating effectively in meetings.</p>	<p>You will improve both your fluency and accuracy when using English in meetings.</p> <p>You will enhance your wider professional skills in ensuring success in meetings.</p>	<p>Professional contexts</p> <ul style="list-style-type: none"> ✓ Managing/participating in a team meeting. ✓ Managing/participating in a customer/supplier/external meeting.

Hours: 19h00 – 21h00 Informative booklet, free templates and refreshments are provided.

Price: 35,00€ (36,05€ VAT Incl.) - Registration: E sarah@tlp.lu or T 00352 691 805 580