



Helping engineers to develop effective business communication skills in English



### The School

ELC has been working with international business people for over 50 years. Courses take place in our dedicated Business Centre where the fully-equipped executive training rooms include interactive whiteboards. Our specialist trainers are highly experienced and well qualified with a proven track record of success working with business people of all types and at all levels.

### The Course

FE is a 2-week course of 30 lessons per week (22.5 hours) with a maximum of 8 participants. Each course is designed by the trainer to meet the needs of its participants and is therefore a unique package, targeted to improve business performance in English. There is a focus on using English in your daily work and on communication skills for engineers: eg. describing processes and performance, discussing technical drawings, explaining complex ideas

Trainers use presentations, case studies, workshops and role-play simulations. Some sessions are filmed for detailed analysis and feedback. Use of our computerised Language Laboratory focuses on pronunciation and intonation and participants have free access to our self-study centre outside their lesson times.

### Course Content and Outcomes

By the end of the course you will be able to use English more confidently in your daily work and communicate more effectively in the technical and business areas that were focussed on. The course is based on a detailed Needs Analysis that begins prior to arrival and is reviewed continuously throughout the two weeks. The content is therefore flexible, but a typical course will include:

- Discussion skills and participating in meetings
- Explaining complex ideas and giving technical instructions
- Making presentations
- Telephoning and e-mailing
- Technical writing

### Key Facts

- A practical, flexible and highly personalised course
- 30 lessons per week (22.5 hours)
- Maximum 8 participants; Minimum age 21
- Intermediate level of English or above
- Business Suite facilities include TV, coffee lounge and Wi-Fi access
- **Recommended for:** engineers or people with an engineering background who use, or will need to use English in their daily job



## Sample Timetable

WEEK ONE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 – 10:30 (2 lessons)	<b>Introductions:</b> <ul style="list-style-type: none"> <li>Welcome to the ELC</li> <li>Trainers, course &amp; materials</li> </ul> <b>Needs Analysis:</b> <ul style="list-style-type: none"> <li>Establishing business needs</li> <li>Goal &amp; objective setting</li> </ul>	<b>Describing processes &amp; procedures:</b> <ul style="list-style-type: none"> <li>Giving the background</li> <li>Giving the outline</li> <li>Sequencing steps &amp; stages</li> </ul>	<b>Business Skills:</b> E-mailing <ul style="list-style-type: none"> <li>Fixed phrases</li> <li>Formal v. informal language</li> <li>Being clear and polite</li> <li>Tips &amp; guidelines</li> </ul>	<b>Business Skills:</b> Meetings <ul style="list-style-type: none"> <li>Giving your opinion</li> <li>Effective contributions</li> <li>The language of meetings</li> </ul>	<b>Discussion skills 3:</b> <ul style="list-style-type: none"> <li>Question techniques</li> <li>Handling difficult questions</li> <li>Agreeing/ disagreeing</li> </ul>
10:30 – 10:50	BREAK	BREAK	BREAK	BREAK	BREAK
10:50 – 12:20 (2 lessons)	<b>Initial presentation:</b> <ul style="list-style-type: none"> <li>Presenting yourself and your company</li> <li>Describing your products/ services</li> <li>Roles &amp; responsibilities</li> </ul>	<b>Language focus:</b> <ul style="list-style-type: none"> <li>Use of the passive</li> <li>Prepositional phrases</li> </ul>	<b>Podcast:</b> Email technology  <b>Internet resources:</b> Technical English on the web	<b>Role-play:</b> Meeting simulation.  Videod for analysis and group feedback	<b>Business Skills:</b> Presentations <ul style="list-style-type: none"> <li>Effective introductions</li> <li>Emphatic language</li> <li>Structuring your talk</li> </ul>
12:20-13:20	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:20 - 14:50 (2 lessons)	<b>Discussion skills 1:</b> <ul style="list-style-type: none"> <li>Explaining technical concepts</li> <li>Describing how things work</li> <li>Describing diagrams &amp; technical drawings</li> </ul>	<b>Case study:</b> A real technical process  Plus analysis and group feedback	<b>Discussion skills 2:</b> <ul style="list-style-type: none"> <li>Checking understanding</li> <li>Clarifying &amp; paraphrasing</li> <li>Simplifying complex ideas</li> </ul> Plus mini discussion.	<b>Language skills workshop:</b> Improving your listening  <b>Video session:</b> Topical engineering projects	<b>Role-play:</b> Technical problems <ul style="list-style-type: none"> <li>Practice presentations</li> <li>Q&amp;A</li> <li>Analysis &amp; feedback</li> </ul>
14.50+	FREE TIME	FREE TIME	FREE TIME	FREE TIME	FREE TIME

WEEK TWO	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00 – 10:30 (2 lessons)	<b>Course review:</b> Reassessing needs and objectives  <b>Workshop:</b> Technical writing	<b>Presenting technical data in meetings:</b> <ul style="list-style-type: none"> <li>Describing graphs and trends</li> <li>Discussing cause, effect &amp; implication</li> </ul>	<b>Business Skills:</b> Telephoning 1 <ul style="list-style-type: none"> <li>Telephone phrases</li> <li>Getting through</li> <li>Leaving a message</li> </ul>	<b>Business Skills:</b> Socialising <ul style="list-style-type: none"> <li>Starting a conversation</li> <li>Sounding interested</li> <li>Conversation topics</li> </ul> Plus role-play practice	<b>Problem-solving &amp; decision-making:</b> <ul style="list-style-type: none"> <li>Establishing priorities</li> <li>Making suggestions</li> <li>Weighing up pros &amp; cons</li> <li>Framing solutions</li> </ul>
10:30 – 10:50	BREAK	BREAK	BREAK	BREAK	BREAK
10:50 – 12:20 (2 lessons)	<b>Guided discussion:</b> issues in modern technology  Plus feedback.	<b>Presentation workshop:</b> <ul style="list-style-type: none"> <li>Preparation for individual presentations</li> <li>Guided personalised text development</li> </ul>	<b>Language skills workshop:</b> Improving your pronunciation <ul style="list-style-type: none"> <li>Personalised advice and practice</li> </ul>	<b>Intercultural awareness:</b> <ul style="list-style-type: none"> <li>Cultural differences</li> <li>Business &amp; management issues</li> <li>Working in an international team</li> </ul>	<b>Final role-play:</b> Problem solving meeting <ul style="list-style-type: none"> <li>Plus analysis and group feedback</li> </ul>
12:20-13:20	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:20 - 14:50 (2 lessons)	<b>Language awareness:</b> Words, word families & phrases  <b>Self-study skills:</b> Developing technical vocabulary	<b>Individual presentations</b> plus Q&A session <ul style="list-style-type: none"> <li>Videod for analysis and group feedback</li> </ul>	<b>Business Skills:</b> Telephoning 2 <ul style="list-style-type: none"> <li>Asking politely</li> <li>Giving technical instructions over the phone</li> </ul> Plus role-play practice	<b>Language awareness:</b> Grammar  <b>Self-study skills:</b> Developing good study habits	<b>Course review:</b> <ul style="list-style-type: none"> <li>Evaluation &amp; feedback</li> <li>Lessons learned</li> <li>Going forward</li> </ul> Open forum
14.50+	FREE TIME	FREE TIME	FREE TIME	FREE TIME	FREE TIME