



Helping PAs and secretaries to develop effective communication skills in English



### The School

ELC has been working with international PAs and secretaries 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

SEC 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 written and spoken communication skills such as making arrangements, planning and organising business events and handling correspondence.

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 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:

- Business letter writing
- Organising and preparing for meetings
- Greeting visitors
- Telephoning and E-mailing

### 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:** PAs and secretaries 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 language needs</li> <li>Course goals &amp; objectives</li> </ul>	<b>Guided discussion:</b> The role of the modern secretary  Plus analysis & group feedback	<b>Presenting your company:</b> <ul style="list-style-type: none"> <li>A mini-history</li> <li>Giving a tour</li> </ul>	<b>Meetings:</b> <ul style="list-style-type: none"> <li>Participating</li> <li>Taking minutes</li> <li>The language of meetings</li> </ul>	<b>E-mailing:</b> <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>
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>Letter writing:</b> <ul style="list-style-type: none"> <li>Formal/ informal styles</li> <li>Fixed phrases</li> <li>Typical mistakes</li> <li>Error correction</li> </ul>	<b>Discussion skills:</b> <ul style="list-style-type: none"> <li>Checking understanding</li> <li>Clarifying</li> <li>Paraphrasing</li> </ul> <b>Mini- discussion:</b> topical business issues	<b>Role-play:</b> Meeting simulation  Videod for analysis and group feedback	<b>Language focus:</b> Prepositional phrases & multi-word verbs
12:20-13:20	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
13:20 - 14:50 (2 lessons)	<b>Language awareness:</b> Grammar  <b>Self- study skills:</b> Developing good study habits	<b>Greeting visitors:</b> <ul style="list-style-type: none"> <li>Welcoming a visitor</li> <li>Making small talk</li> <li>Showing someone around</li> </ul>	<b>Language skills workshop:</b> Improving your listening  <b>Video session:</b> Great presenters (Steve Jobs, TED)	<b>Language focus:</b> The grammar of politeness & diplomacy	<b>E-mailing:</b> <ul style="list-style-type: none"> <li>Making a booking</li> <li>Confirming details</li> <li>Email workshop</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> Preparing a schedule	<b>Telephoning:</b> <ul style="list-style-type: none"> <li>Telephone phrases</li> <li>Getting through</li> <li>Leaving a message</li> </ul>	<b>Telephoning:</b> <ul style="list-style-type: none"> <li>Information, action, requests</li> <li>Dealing with problems on the phone</li> </ul> Plus role-play practice	<b>Following up a meeting:</b> <ul style="list-style-type: none"> <li>Circulating minutes</li> <li>Getting feedback</li> <li>Chasing up action points</li> </ul>	<b>Time management:</b> <ul style="list-style-type: none"> <li>Prioritisation</li> <li>The Urgent/Important matrix</li> <li>Effective scheduling</li> </ul>
10:30 – 10:50	BREAK	BREAK	BREAK	BREAK	BREAK
10:50 – 12:20 (2 lessons)	<b>Socialising:</b> <ul style="list-style-type: none"> <li>Starting a conversation</li> <li>Sounding interested</li> <li>Conversation topics</li> </ul> <b>Role-play:</b> a business lunch	<b>Pronunciation workshop:</b> <ul style="list-style-type: none"> <li>Improving your pronunciation</li> <li>Personalised advice and practice</li> </ul>	<b>Intercultural awareness:</b> <ul style="list-style-type: none"> <li>Cultural differences</li> <li>Business and management issues</li> <li>Working in an international team</li> </ul>	<b>Guided Discussion:</b> Topical business issues  Plus analysis & feedback	<b>Final role-play:</b> Organising a conference  <ul style="list-style-type: none"> <li>Plus analysis &amp; 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 your vocabulary	<b>Discussion skills:</b> <ul style="list-style-type: none"> <li>Interrupting</li> <li>Preventing interruption</li> </ul> Plus role-play practice	<b>Preparing for a meeting:</b> <ul style="list-style-type: none"> <li>Creating the agenda</li> <li>Inviting participants</li> <li>Confirming attendance</li> <li>Changing plans</li> </ul>	<b>Giving a Presentation:</b> <ul style="list-style-type: none"> <li>Effective introductions</li> <li>Rhetorical language</li> </ul> Structuring your talk	<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