



COMMUNICATIONS SKILLS FOR CAREER RE-STRUCTURING AND OUTPLACEMENT: 2011

COURSE OBJECTIVE: This course is designed to give managers the competitive edge in the job market: to improve their communicative performance and confidence, looking to develop or re-structure their careers following outplacement or redundancy, and to assist them in their relationships with potential employers, recruitment consultants and executive search agencies.

STUDY ACTIVITIES

As well as formal classroom teaching, study activities include role-play, case studies and simulations, video and audio-recorded simulations.

COMMUNICATION SKILLS

The focus of the course is on practical and effective communication in:

- Meetings and discussions / videoconferencing
- Negotiations
- Personal and professional presentation skills
- Preparing CVs and resumés appropriate to national norms
- Writing letters of application and completing job application forms
- Preparing interviews and using interview language
- Interview techniques and negotiating remuneration/benefits

SPECIFIC FUNCTIONAL CONTENT

The course covers the following functional areas:

- Introductions and greetings
- Giving personal information
- Asking questions
- Expressing need and obligation
- Negotiating remuneration and benefits
- Discussing future plans: forecasting and hypothesising
- Socializing & entertaining, ordering meals and drinks
- Making and changing appointments
- Expressing opinions: agreeing and disagreeing
- Presenting and manipulating numbers and graphs
- Offering and requesting
- Discussing schedules, timetables and deadlines
- Giving advice, suggestions and recommendations

SPECIFIC LEXICAL CONTENT

Subject to needs analysis of the participant's requirements, the course may include vocabulary extension in the following areas:

- Bargaining, Industrial Relations and Redundancy
- Psychology in Management : Leadership & Motivation
- TQM : Improving Service and Raising Productivity
- Job Characteristics, Mental Health & Stress Management
- Cross-cultural perspectives
- Social Behaviour & Personality
- Inter-Personal/Inter-Group Relations
- Preparing a Group for Change; handling Group Resistance

INTERNATIONAL CLIENTS

We have a number of key international clients in such fields as banking, pharmaceuticals, automotive / engineering, aeronautics, telecommunication...

DURATION / TIMETABLE / PROGRAMME

Course duration is normally for 1 or 2 weeks (2 weeks is preferable). The programme is highly intensive and includes 25 contact hours plus 5 to 10 self-access study hours plus 7.5 hours social English over lunch per week plus optional evening social activities. The following is based on a Combination course, giving the students the opportunity to work on individual and specialised needs in the morning; the afternoon focus is on communication in an international context.

The daily timetable operates as follows:

8:30 - 9:30	Self-study in Self-Access Centre and Language Laboratory.
9:30 - 10:45	Period 1 with Morning Tutor (1:1)
10:45 - 11:00	Morning Coffee Break
11:00 - 12:15	Period 2 with Morning Tutor (1:1)
12:15 - 1:45	Lunch with teacher/s and fellow students
1:45 - 3:00	Period 3 with Afternoon Tutor (minigroup – max 4 participants)
3:00 - 3:15	Afternoon Coffee Break
3:15 - 4:30	Period 4 with Afternoon Tutor (minigroup – max 4 participants)
4:30 - 5:30	Optional Self-Access Study Evening Social Activity (Optional)