



ENGLISH FOR HUMAN RESOURCES STAFF: 2011



Language Specialists
INTERNATIONAL

COURSE OBJECTIVE: The course is designed to develop the communicative performance of Human Resources staff in their dealings with staff, superiors, external colleagues, trade unions and other HR personnel in an international context. It is also intended to enable them to use standard HR terminology with appropriateness of linguistic context and style.

STUDY ACTIVITIES

As well as formal classroom teaching, study activities include role-play, case studies and simulations, video photography, and language laboratory self-access study.

COMMUNICATION SKILLS

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

- Meetings and Discussions / Videoconferencing
- Negotiations
- Making Presentations
- Dealing with Numerical Data
- Telephoning / Teleconferencing
- Socialising and Entertaining
- E-mail, Letter and Report Writing

SPECIFIC FUNCTIONAL CONTENT

The course covers the following functional areas:

- Dealing with complaints: explaining & apologising.
- Interviewing candidates.
- Internal reviews and assessments.
- Negotiating and dealing with Trade Unions.
- Dealing with complaints: explaining & apologising.
- Using diplomacy.
- Giving instructions, directions and commands.
- Discussing future plans: forecasting and hypothesising.
- Presenting and manipulating numbers and graphs.
- Offering and requesting.
- Expressing opinions: agreeing and disagreeing.
- Giving advice, suggestions and recommendations.
- Introductions and greetings.
- Giving personal information.
- Expressing need and obligation.
- Discussing schedules, timetables and deadlines.
- Making and changing appointments.
- Socializing & entertaining, ordering meals and drinks.

SPECIFIC LEXICAL CONTENT

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

- Organisations as Psychological Environments
- Psychology in Human Resource Development
- Training : Acquisition of Skill & Knowledge
- Personnel Selection and Recruitment
- Bargaining, Industrial Relations and Redundancy
- Psychology in Management : Leadership & Motivation
- TQM : Improving Service and Raising Productivity
- New Technology & Job Design
- Job Characteristics, Mental Health & Stress Management
- Socio-Linguistics/Language in Society
- Cross-cultural perspectives
- Social Behaviour & Personality
- Inter-Personal/Inter-Group Relations
- Preparing a Group for Change/Group Resistance

INTERNATIONAL CLIENTS

Among the many companies who have sent human resources personnel to us for language training are :

Renault • Grupo Santander • Bayer Schering • ADP Employer Services • KPMG • Alstom • Alcatel • Carl Zeiss • Vattenfall • Nippon Boehringer Ingelheim • Georgia Pacific • Siemens • Credit Suisse • Siemens • Knorr-Bremse • Allianz • Illy Caffè • PWM Deutsche Bank • EADS -CASA • Unilog • Timken • Robert Bosch • Telekurs Group • Fila Sport • R J Reynolds • L'Oreal • Keramag • AFNOR • KP Larios • Volvo Construction Equipment Korea • Société Générale

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)