



ENGLISH FOR PERSONAL ASSISTANTS / SECRETARIES: 2011

COURSE OBJECTIVE: The course is designed to develop the communicative performance of secretaries in their dealings with management, colleagues and clients in an international context. It is also intended to enable them to use terminology specific to their jobs with appropriateness of linguistic context and style.



Language Specialists
INTERNATIONAL

STUDY ACTIVITIES

As well as formal classroom teaching, study activities include role-play, case studies and simulations, authentic telephone, fax and e-mail communication, 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
- Telephoning
- Socialising and Entertaining
- Dealing with Numerical Data
- Email, Letter and Report Writing: effective Organisation and Layout / Speed and Grammatical Accuracy / Suitable Tone and Style
- Taking Notes, Dictation and Writing up the Minutes of a Meeting

SPECIFIC FUNCTIONAL CONTENT

The course covers the following functional areas, as used in communication with passengers and/or fellow staff members, in meetings, in training courses and conferences and on the telephone:

- Introductions and Greetings
- Giving Personal Information
- Giving Instructions, Directions and Commands
- Offering and Requesting
- Expressing Opinions: Agreeing and Disagreeing
- Giving Advice, Suggestions and Recommendations
- Expressing Need and Obligation
- Discussing Schedules, Timetables and Deadlines
- Socializing & Entertaining, Ordering Meals and Drinks
- Describing Past Actions and Relating Past to Present
- Comparing: Similarity, / Difference / Advantage / Disadvantage
- Discussing Future Plans: Forecasting and Hypothesising
- Presenting and Discussing Numbers and Graphs

SPECIFIC LEXICAL CONTENT

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

- Company structure, jobs, countries, nationalities, titles.
- Numerical Data: Cardinals, Ordinals, Decimals, Fractions, Percentages, Dates, Money, Time, Measurement, Telephone Numbers
- Travel Information and Transport Arrangements.
- Business & Commercial Vocabulary
- Curriculum Vitae: Job Applications and Interviews
- Computer Applications / Software Relating to PA Work

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)