



ENGLISH FOR BANKING PERSONNEL: 2011



Language Specialists
INTERNATIONAL

COURSE OBJECTIVE: The course is designed to develop the communicative competence and performance of banking staff in their dealings with both clients and other bankers in an international context. It is also intended to enable them to use standard banking 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:

- Introductions and greetings.
- Giving personal information.
- Giving instructions, directions and commands.
- Offering and requesting.
- Expressing opinions: agreeing and disagreeing.
- Giving advice, suggestions and recommendations.
- Dealing with complaints: explaining & apologising.
- Expressing need and obligation.
- Discussing schedules, timetables and deadlines.
- Making and changing appointments.
- 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 manipulating numbers and graphs.
- Considering possibilities and explaining alternatives.

SPECIFIC LEXICAL CONTENT

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

- Company Structure
- Branches of Banking: Consumer, Merchant, Investment
- Trade – Import/Export & Payment in International Trade
- Describing Markets and Trends.
- Securities and underwriting
- Micro and Macro Economics
- Fiscal & Monetary Policy
- Financial controlling: Bookkeeping, Accounting & Auditing
- Company Finance: Profit & Loss, Balance Sheet, Cash Flow
- Syndicates and Consortia.
- Project & Real Estate Finance
- Loan Negotiation
- Economic Communities
- Bankruptcy & Receivership
- Stocks, Shares, Investment and the Commodity Market
- Exchange & Interest Rates
- Mergers and Acquisitions (Takeovers)

INTERNATIONAL CLIENTS

Among the many banks who have sent participants to us for language training are:

American Express • Banco Popular • Banco de Santander • Banco Bilbao Vizcaya • BECA Lloyds Bank LRT • Credit Agricole • Credit Industriel • Credit Lyonnais • Credit Suisse • Deutsche Bank AG • Mitsubishi Bank • Fortis Bank • Société Générale • Popular Hipotecario Europeo • Royal Bank of Scotland • Deutsche Bundesbank • Standard Chartered Bank • British Bank of the Middle East • Barclays Bank • Citibank • Commercial Bank of Dubai • National Bank of Sharjah • Kuwait Finance House • La Caixa • National Bank of Abu Dhabi • National Bank of Dubai • KRW – Kreditanstalt für Wiederaufbau • Bank Leumi Israel • Procredit Bank • Hansabanka • Deka Bank • Riyadh Bank

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)