ENGLISH FOR SENIOR INSURANCE PERSONNEL: 2011

COURSE OBJECTIVE: The course is designed to develop the communicative performance of senior insurance staff in their dealings with clients, other insurers and other contacts and relationships in the financial services field, in an international context. It is also intended to enable them to use standard insurance terminology 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, video photography, and language laboratory self-access study, and may also include meetings with British insurance staff in similar jobs, and guest lecturers or consultants from the field.

COMMUNICATION SKILLS

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

- Meetings and Discussions
- Negotiations
- Making Presentations
- Dealing with Numerical Data
- Telephoning
- 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
- 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

INTERNATIONAL INSURANCE CLIENTS

Among the many international insurance companies who have sent participants to us for language training are:

Allianz • Amaya Mutua de Seguros • Assitalia • Assicurazione Generali • Seguros Banco Vitalicio • Eagle Star • Royal Group • Kuwait Finance Insurance Services • Nationale Nederlanden • Zurich Insurance Group

SPECIFIC LEXICAL CONTENT

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

- Company Structure
- Branches of Insurance: Marine, Property, Life, Pensions.
- Trade – Import/Export, Shipping, Export Guarantee.
- Describing Markets and Trends.
- Securities and Underwriting and Re-insurance.
- Micro and Macro Economics.
- Fiscal & Monetary Policy.
- Company finance: Profit & Loss, Balance Sheet, Cash Flow
- Project & Real Estate Insurance.
- Risk Assessment.
- Economic Communities.
- Unit Trusts and Derivatives.
- Brokers, Syndicates and the Lloyds Market.
- Loss Adjustment and Claim Negotiations.
- Mergers and Takeovers

DURATION / TIMETABLE / PROGRAMME

Course duration is normally for 2 to 4 weeks. 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 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
10:45 - 11:00	Morning Coffee Break
11:00 - 12:15	Period 2 with Morning Tutor
12:15 - 1:45	Lunch with teacher/s and fellow students
1:45 - 3:00	Period 3 with Afternoon Tutor
3:00 - 3:15	Afternoon Coffee Break
3:15 - 4:30	Period 4 with Afternoon Tutor
4:30 - 5:30	Optional Self-Access Study
	Evening Social Activity (Optional)

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