

ENGLISH FOR HR PROFESSIONALS

This course provides HR professionals with the key English language skills they need in human resources and labour law. It includes practice in language appropriate for interviewing applicants for jobs, conducting appraisal interviews, participating in discussions on HR issues, travelling abroad for fact-finding visits and to conferences, receiving visitors, socialising, telephoning, understanding written materials and producing written English as well as awareness of cross-cultural issues. Formal and informal contexts are included.

COURSE CONTENT

The course is designed to develop the participants language and communication skills in a range of professional contexts. The course focuses on active speaking and writing skills and communication strategies. In order to provide a framework for the course, topic areas may include:

- recruitment
- training, motivation and rewards
- redundancies and settlements
- organisation and leadership
- financing personnel
- insurance and pensions
- working abroad
- managing change
- social welfare
- labour law
- national and international labour market
- single European market: free movement of labour (courses in UK only)
- internationalisation of work practices

LANGUAGE ABILITIES

Participants will take part in simulated meetings, negotiations and interviews as well as discussions on a variety of work-related and general topics, including current affairs. Key language and communication skills covered in the course include:

- giving presentations
- effective communication skills for meetings and negotiations
- effective participation in discussions
- effective telephoning skills
- hosting visits, socialising, meeting and greeting
- persuading and compromising
- written communication including email, reports and formal letters
- making proposals, offers, suggestions
- opening/closing meetings
- summarising

TOPICAL ISSUES

When professional people are speaking with their counterparts, discussion often turns to broader matters. The course reflects this with practice in a range of topical issues such as:

- current affairs
- social, political and environmental issues
- political systems and developments
- education and training
- advertising and the media
- technology and society

SOCIAL ABILITIES

Professional hospitality, entertaining visitors and handling social situations are important for many professional people. Areas covered include:

- meeting and greeting
- dealing with enquiries and offering advice
- arranging and cancelling appointments/social engagements
- travel arrangements, bookings and reservations
- giving and understanding directions
- restaurants and pubs
- small talk

BENEFITS

By the end of the course you will be able to:

- communicate more fluently and effectively in a range of professional situations
- use a greater range of professional and work-related vocabulary
- socialise more confidently to build relationships
- handle written communication more effectively
- use the telephone for effective communication
- work more successfully in a cross-cultural environment

KEY FACTS

intensive programmes only for HR professionals with relevant experience.