

ENGLISH FOR PA'S AND SECRETARIES

The Personal/Executive Assistant or secretary is a vital frontline contact. This course provides language practice activities in a wide range of communication skills, including telephone techniques, dealing with visitors and difficult clients, managing aspects of written communication, as well as general business vocabulary, and news and current affairs.

COURSE CONTENT

The course is designed for personal assistants and secretaries who need to use English at work. Each course is designed by the trainer to meet the needs of its participants and is therefore a unique package, targeted to improve business performance in English. There is a focus on written and spoken communication skills such as:

- telephoning
- business correspondence including the writing of letters, emails and faxes
- memos and reports
- meetings: agendas and minutes etc.
- greeting and dealing with clients and visitors
- managing an agenda - making arrangements and preparing schedules
- organising events/meetings (invitations, refusals, rejections, cancellations, etc.)

BENEFITS

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

- communicate in English at work more effectively by using an increased vocabulary and speaking with greater confidence, fluency and accuracy
- correspond effectively in emails, faxes and letters
- communicate comfortably on the telephone in English
- write memos and reports accurately using appropriate style and register
- make arrangements (e.g. for meetings and conferences) in English
- socialise and network more confidently
- work more effectively in a cross-cultural environment

KEY FACTS

- practical, flexible and highly personalised course
- Recommended for: PAs and secretaries who use, or will need to use English at their daily job and are at an Intermediate level of English or above