

Training Schedule: English for Secretaries

The purpose of the course for the receptionists is to develop abilities of using English in the administrative, secretaries and personal assistants' environment. The course is conducted at the intermediate B1/B2 level. After the course the participants will be communicating in 'office' English far more fluently and with self-confidence using the contemporary 'office' expressions.

| Lp. | Title | Realised points | Useful language and skills | Time |
|-----|---------------|---|---|------|
| 1. | Revision | <ul style="list-style-type: none"> English vocabulary and grammar. Overview of the grammatical rules and vocabulary necessary for the full participation in the course. | <ul style="list-style-type: none"> | 4 |
| 2. | The office | <ul style="list-style-type: none"> Office items Office furniture Stationery supplies Quantities Accident prevention Safety and security Reference books Routines: Present verbs 1 | <ul style="list-style-type: none"> Ability to describe the office environment | 3 |
| 3. | Routine tasks | <ul style="list-style-type: none"> Receiving visitors Being helpful Arranging appointments Dates and times Travel arrangements Preparations | <ul style="list-style-type: none"> Ability to book a ticket, a hotel on the phone, the internet, | 5 |

| | | | | |
|----|------------------------------------|---|---|---|
| | | <ul style="list-style-type: none"> • Booking a room • A place to stay: phrasal verbs 2 | | |
| 4. | Secretaries and The company | <ul style="list-style-type: none"> • Qualities • Secretarial duties • Company department • Company activity • Useful adjectives • Employment Word building 2 • Job advertisements • Two letters | <ul style="list-style-type: none"> • Being able to describe secretarial duties • Ability to respond to the job advert, recognition of the adjectives used in the job ad. • Ability to reply to the job advert properly | 3 |
| 4. | Storing and presenting information | <ul style="list-style-type: none"> • Filing equipment • Filing systems • Records • Working with records • Photocopying • Machines • Facts and figures • Changing trends | <ul style="list-style-type: none"> • Ability to handle the records and operate office equipment • Ability to clearly present information | 5 |
| 5. | The electronic office | <ul style="list-style-type: none"> • Telecommunications • Phone communication • Phone services • Business communication • Computing • Word processing | <ul style="list-style-type: none"> • Ability to operate the office equipment | 2 |
| 6. | Meetings | <ul style="list-style-type: none"> • Making meetings effective • What makes a good meeting? • Establishing the purpose of a meeting • Sorry to interrupt but... • What do you mean by... • Introduction and greetings • Agenda | <ul style="list-style-type: none"> • Ability to behave adequately on a meeting • Ability to use phrases useful at the meetings | 5 |

| | | | | |
|----|-------------------------|--|--|---|
| | | <ul style="list-style-type: none"> • Reporting 1 • Reporting 2 • Conference equipment • Conferences | | |
| 7. | Telephone English | <ul style="list-style-type: none"> • Preparing to make a phone call • Receiving calls • Talking and leaving messages • Asking and giving repetition • The secretarial barrier • Cross cultural communication on the phone • Setting up appointments • Changing appointments • Ending a call • Problem solving on the telephone • complaints | <ul style="list-style-type: none"> • Ability to handle the calls | 5 |
| | Relationship management | <ul style="list-style-type: none"> • Understand you before you understand others • Managing your state of mind • Professional image • The handshake • Working styles • Empathy | <ul style="list-style-type: none"> • Ability to handle the relationships | 3 |
| | Communications skills | <ul style="list-style-type: none"> • Body language • Use of space • E-mail communication • Hands • Posture • Eye contact • Listening skills • Gossip | <ul style="list-style-type: none"> • Ability to operate body language in a fruitful way | 3 |

| | | | | |
|--|---|---|--|---|
| | | <ul style="list-style-type: none"> • Telephone etiquette | | |
| | Confidence, self-believe and goal setting | <ul style="list-style-type: none"> • What is confidence • Think positive thoughts • Focus on your strengths and boost your confidence • Self-esteem, self-awareness and self-believe • Goal setting • Methods of learning • Appraisal and feedback | <ul style="list-style-type: none"> • Ability of being task oriented and ability to identify the goals clearly and precisely | 3 |
| | Dealing with difficult people and managing conflict | <ul style="list-style-type: none"> • A problem-solving technique • Assertiveness • Change the way you react by using affirmations • Real life case studies on how to deal with difficult bosses/conflict • Different types of management styles | <ul style="list-style-type: none"> • Stress-control in problematic situations | 3 |
| | Time organizing and stress management | <ul style="list-style-type: none"> • Time management • Prioritizing the workload • Time thieves | <ul style="list-style-type: none"> • Operative behavior so that you could get as much as it is possible from your worktime | 2 |
| | Networking | <ul style="list-style-type: none"> • Secrets of networking | <ul style="list-style-type: none"> • Pluses of networking | 2 |
| | Revision of the whole course | <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • | 2 |