

ENGLISH CLASSES

BUSINESS SKILLS

Choose from 6 Custom Course Modules

ARDORLEARNING

Business Meetings

- Arranging a meeting
- Starting the meeting
- Chairing a meeting
- Reporting progress & emphasizing important points
- Talking about trends
- Describing & interpreting visuals
- Using your voice effectively
- Dealing with questions and/or interruptions
- Conclusions, summary & closing
- End of course review

Business Presentations

- Opening & structuring a presentation
- Getting the audience's attention
- Signposting
- Adding ideas, making contrasts & emphasizing important points
- Talking about trends
- Describing & interpreting visuals
- Phrases for effective conclusions; summary & recommendations
- Using your voice effectively
- Dealing with questions and/or interruptions
- End of course review

Business Writing

- Organization & content
- Writing clarity
- Grammar for business writing
- Vocabulary for business writing
- English for emails - 1
- English for emails - 2
- Report writing
- Meeting minutes and action points
- Proofreading
- End of course review

Business Negotiations

- Preparing the negotiation
- Setting objectives
- Chairing the meeting
- Establishing positions
- Preparing proposals
- Clarifying positions
- Making a counter-proposal
- Dealing with deadlock
- Reaching agreement
- Mock negotiation

Customer Service/Dealing with the Public

- Face to face with the public
- Courtesy
- Giving advice
- Negotiating skills
- Problem solving
- Active listening
- Cultural differences
- Dealing with customer complaints
- Working with difficult people
- Dealing with customers on the phone

Business Skills

- Negotiations
- Email Writing
- Advanced Presentation Skills I & II
- Skills focus: Listening, Pronunciation & Grammar
- Debating & influencing
- Conflict Resolution
- Telephoning & Customer Service Skills
- Leadership/Business Ethics
- Technological Trends
- Globalization/The Future