



Professional Communication Skills Courses - 2022

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Targeted skills development: flexible and impactful

Our Professional Communication Skills courses focus on developing targeted skills in a specific context, achieving quick results in a short time. Each module develops a well-defined competency, which can be aligned with your organisation's capability frameworks.

Particularly suitable for teams with mid to higher levels of English skills, our courses are relevant for staff in different role functions and career stages across a wide range of industries.

Spoken Communication courses

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How we work with you

Our teams of experts invest time to develop solutions with you that are aligned with your goals. We work with you to identify skills gaps, build and deliver a learning programme and assess impact, using our four-step approach.



Your free consultation enables us to understand your people, goals and pain points. Through comprehensive needs analysis and pre-course assessments, our team benchmarks current skill levels, accurately identifies learning needs and sets clear, measurable goals for your programme.

Our experienced course design teams build solutions to meet your needs. We'll help you select from off-the-shelf, customised and bespoke content options delivered in-person or online to suit your budget and schedule.

Our skilled, qualified trainers have private and public sector work experience and take time to understand your context and people. They personalise content and case studies and use an interactive, participant-centred approach.

Through formative and summative assessment, we ensure your teams are on track to meet their goals. Our client dashboards, reports and regular meetings help you track individual and group progress and communicate training impact and ROI to your stakeholders.

Communicating with Executive Presence

Objectives

- Pinpoint how to build presence through credibility, confidence and connection
- Project a credible confident image when communicating with others
- Make authentic connections with diverse audiences

Benefits

- Participants will be able to leave positive lasting impressions and build authentic connections with a diverse range of people
- Stakeholders will benefit from developing valued and trusted professional relationships
- Organisations will benefit from improved performance and an enhanced professional reputation



Module	Competency
Executive presence: the Fundamentals	Describe the key qualities that contribute to executive presence. Identify personal authentic strengths and areas for growth
Executive presence: building your brand	Describe the characteristics that define your personal brand and communicate this through personal elevator pitches
Executive presence: demonstrating credibility	Identify characteristics and behaviours for demonstrating credibility. Select strategies for strengthening reputation
Executive presence: inspiring confidence	Inspire confidence in others through authentic vocal and physical presence
Executive presence: creating a connection	Identify behaviours for creating genuine emotional connections. Select ways to connect with different stakeholders
Executive presence: managing challenging situations	Recognise and change patterns of negative thinking and behaving to respond better to challenging situations
Online executive presence	Create an impactful presence on digital platforms. Engage with stakeholders in an inclusive and meaningful way
Executive Presence: mini-clinic	Define an action plan to grow your own executive presence and support others in finding theirs



Conflict Handling Skills

Objectives

- Analyse situations, yourself and others to better understand workplace conflict
- Select from and use conflict handling strategies to navigate your common conflict situations
- Manage emotions and defuse emotionally charged situations, resulting in positive outcomes

Benefits

- Participants will feel more confident and be better equipped to handle common conflict situations, achieving goals without undermining others
- Teams will be able to appreciate and use differing perspectives more constructively and gain new insights while problem solving
- Organisations benefit from better relationships, increased staff retention and improved stakeholder relations and collaboration.



Module	Competency
The foundations of conflict handling	Set personal targets to improve your conflict handling skills
Managing your reactions to conflict	Remain calm and composed in conflict situations to enable constructive dialogue
Reframing your perceptions in conflict situations	Question assumptions and beliefs to frame the conflict situation objectively
Uncovering needs and wants in conflict situations	Uncover needs and wants in conflict situations to facilitate productive outcomes
Conflict handling approaches	Select appropriate approaches for handling your conflict situations
Generating solutions in conflict situations	Propose relevant and realistic solutions in conflict situations
Defusing emotionally charged conflict situations	Defuse emotionally charged situations using non-verbal and verbal behaviour, enabling productive outcomes
Conflict handling skills mini-clinic	Plan how to strengthen your conflict handling skills in your workplace



Delivering Service Excellence

Objectives

- Map the customer journey and examine how it can be improved
- Practise techniques that focus on proactively seeking out and understanding customers' needs and expectations
- Practise techniques that aid the management of customer complaints and recovery from service problems

Benefits

- Participants will be empowered to support, coach and partner with customers based on a better understanding of what is valuable to them
- Customers will experience a journey that requires less effort, is consistent, and is more sensitive to their needs
- Build customer relationships that create an emotional connection with the brand



Module	Competency
Defining service excellence	Identify the key features of service excellence and understand what drives customers to our brand
Mapping the customer journey	Understand the customer journey and identify ways of improving it
Consistent customer service	Recognise how customer service standards and management underpin the customer experience
Communicating with your customers	Align verbal and non-verbal communication to achieve positive customer service interactions
Understanding customer needs	Understand, acknowledge and show empathy to customer needs and expectations
Building rapport and trust with customers	Build rapport and trust through authentic communication
Retaining the customer	Understand the business value of complaints and use a customer centric approach to manage a variety of complaints
Service excellence in practice	Communicate positively and professionally in customer facing situations in line with your organisation's standards and values



Effective Meeting Skills

Objectives

- Prepare and deliver relevant and impactful messages for meetings
- Actively participate in meetings and decision-making discussions to enable productive outcomes
- Build relationships with meeting attendees and present a confident, credible image in your face-to-face or virtual meetings

Benefits

- Participants will participate confidently in face-to-face and virtual meetings
- Meeting attendees will be more engaged, productive and focused, leading to improved collaboration and decision-making
- The organisation will benefit from increased productivity and performance and project a professional image to external stakeholders



Module	Competency
Meeting skills fundamentals	Set personal targets to improve your meeting participation skills in your context
Taking effective notes in face-to-face or virtual meetings	Take clear and relevant notes during meetings to track communication and enable more productive outcomes
Actively participating in face-to-face or virtual meetings	Actively participate in meetings to get your voice heard and contribute to positive outcomes
Planning and structuring your contributions for face-to-face or virtual meetings	Prepare effectively to make a positive contribution in meetings, ensuring they are productive
Presenting ideas with impact in face-to-face or virtual meetings	Deliver your ideas in an engaging, clear and impactful way to achieve your desired outcome
Building and maintaining rapport in face-to-face or virtual meetings	Build and sustain rapport to effectively engage and connect with others during meetings
Contributing to decision-making in face-to-face or virtual meetings	Communicate your ideas clearly during decision-making meetings to positively influence outcomes
Effective meeting skills mini-clinic	Make a plan to achieve your meeting skills development goals in the workplace

Effective Mentoring

Objectives

- Use the skill of mentoring to enhance the performance of your mentee
- Recognise mentoring boundaries and pitfalls
- Develop others through the mentoring process

Benefits

- Participants will feel ready to participate in and nurture the personal and professional development of their mentees
- Teams will benefit from the development of skills and confidence and be able to align themselves more effectively with organisational values
- Organisations will have a pool of mentors who can implement their training and development strategies more efficiently and will benefit from the increased motivation and improvement to standards



Module	Competency
Preparing for mentoring	Identify the features of an effective mentor and describe the tasks within the mentoring process
Establishing a mentoring relationship	Build rapport, agree on ground rules and a structure, and set goals for the mentoring relationship
Maintaining the mentoring relationship	Manage challenges, review progress on goals set and adapt methods used to ensure the mentoring relationship remains beneficial to the mentor and mentee
Concluding the mentoring relationship	Conclude the mentoring relationship in a positive way, enabling the mentee to sustain the learning and benefits from the mentoring process



Effective Public Speaking

Objectives

- Plan, structure and deliver short speeches to meet your audience needs
- Use your speeches to engage, motivate and inspire others
- Give credible impromptu speeches at work when needed

Benefits

- Participants will be better able to give more engaging and memorable speeches with lasting impact on the audience
- Internal and external stakeholders will be inspired to act
- The organisation will project a professional, credible image to external stakeholders



Module	Competency
Public speaking fundamentals	Describe the features of an effective speech and apply them to introducing a speaker
Generating ideas for a speech	Generate ideas to create a speech that is topical and entertaining
Structuring a speech	Design a structure for a speech that captures and keeps the audience's attention
The language for speeches	Use language devices to create speeches that are memorable and engaging
Managing nerves when public speaking	Use techniques to manage nerves and appear calm while delivering a speech
Public speaking delivery	Manage body language and voice to appear confident while delivering a speech
Managing the unexpected when public speaking	Respond to challenging situations while giving a speech to appear flexible and resilient
Public speaking mini-clinic	Set goals and assess performance to increase the quality of speech delivery

Intercultural Communication Skills

Objectives

- Use a greater awareness of self and others to respond positively to the different perspectives.
- Adapt verbal and non-verbal behaviour to communicate clearly and confidently in intercultural situations at work
- Build rapport and trust with people from diverse cultural backgrounds

Benefits

- Participants will be able to use core intercultural skills to improve key relationships and performance at work
- Diverse teams will be able to work together effectively through improved communication, collaboration and decision-making
- The organisation will benefit from increased productivity and performance, greater trust with external stakeholders and an enhanced brand and reputation



Module	Competency
Intercultural communication fundamentals	Set personal intercultural communication skills targets against effective practices
Preparing for new intercultural situations	Predict cultural preferences based on the context and the cultural identity of your audience
Analysing behaviour and preferences in new intercultural situations	Evaluate the intent of others' behaviour in new intercultural situations
Clarifying expectations in intercultural situations	Clarify expectations in intercultural situations using your listening and questioning skills
Adapting communication to cultural preferences	Adapt to different communication and timekeeping preferences in intercultural situations
Collaborating in multicultural teams	Adapt your behaviour to different work preferences so that you can collaborate effectively in multicultural teams
Handling uncomfortable intercultural situations	Communicate confidence in and ease with uncomfortable intercultural situations
Intercultural Communication Skills mini-clinic	Make a plan to achieve your intercultural communication development goals in the workplace



Interpersonal Communication Skills

Objectives

- Use vocal, verbal and body language skills to improve key relationships
- Use mindful listening to better connect with others
- Communicate clearly and coherently to avoid misunderstanding

Benefits

- Participants will be better able to confidently communicate with others in the workplace to build strong relationships
- Clients and colleagues will gain increased understanding, stronger levels of trust and achieve more positive results
- Team members will communicate clearly and considerately with others, increasing long term performance and productivity



Module	Competency
The foundations of interpersonal communication	Set personal targets to improve your interpersonal communication
Structuring clear and coherent messages	Structure clear and coherent messages for common communication purposes at work
Analysing communication preferences	Flex your communication to ensure positive interactions with others
Communicating with vocal and physical presence	Strengthen the impact and clarity of your messages with vocal and physical presence
Establishing rapport with others	Initiate, build and sustain genuine rapport to develop a positive workplace environment
Being a mindful listener	Stay focused and receptive when listening, making others feel valued and understood
Creating shared understanding	Use questioning and summarising skills to improve mutual understanding
Interpersonal communication skills mini-clinic	Make a plan to achieve your interpersonal development goals in the workplace



Negotiation Skills

Objectives

- Apply a systematic approach to preparing for and participating in negotiations
- Build relationships with and earn the trust of negotiating partners early in the process
- Make a persuasive pitch

Benefits

- Participants will be able to achieve better performance and relationships by negotiating in a more structured and strategic way
- Negotiating partners will be more engaged, resulting in greater empathy, flexibility and increased likelihood of reaching agreement
- The organisation will benefit from more positive negotiation outcomes.



Module	Competency
Negotiation fundamentals	Set personal negotiation skills targets against effective practices.
Navigate: Doing the groundwork	Uncover positions and interests using research and questioning skills to facilitate a productive negotiation.
Establish: Preparing your pitch	Prepare a persuasive pitch based on a range of potential outcomes that match the interest of both parties.
Grow relationships	Build rapport, earn trust and develop purposeful relationships with familiar and unfamiliar stakeholders.
Making your initial pitch	Confidently make your initial pitch and respond to questions.
Reframing your pitch	Adapt your initial pitch and approach to move negotiations forward.
Reaching an outcome	Reach an agreement and gain commitment to next steps.
Negotiation skills mini-clinic	Make a plan to achieve your negotiation skills development goals in the workplace.

Networking and Relationship Building

Objectives

- Plan and approach a variety of networking situations more confidently
- Build rapport in business and social situations
- Create a mutually beneficial network of contacts

Benefits

- Participants will be able to maximise networking opportunities and build useful professional networks
- Teams and departments will be able to leverage the contacts their team members develop internally and externally
- The organisation will have access to more information, resources and business opportunities through its employee's networks



Module	Competency
Networking fundamentals	Use a network map to identify your networking needs and manage and increase your contacts
Preparing to network	Plan effectively to engage new and existing contacts in a meaningful and memorable way
The networking event	Participate confidently and effectively in networking conversations to make a positive and lasting impression
Connecting with your contacts	Use a range of strategies and digital tools to develop and maintain relationships and networks



Positive Influencing Skills

Objectives

- Use a variety of techniques to positively influence others
- Build trust and rapport with your colleagues and clients
- Influence across organisational levels even without authority

Benefits

- Participants will be better able to engage key stakeholders and achieve positive outcomes
- Cross-functional teams will be able to collaborate in ways that meet the needs and expectations of both parties
- Organisations will have team members who can influence internal and external stakeholders achieve organisational goals



Module	Competency
The fundamentals of positive influencing skills	Identify the key features of positive influencing to assess the strengths and barriers of your influencing approach
The influence approach	Adapt your influence style to the situation resulting in a proactive approach to influencing
Planning your influence approach	Plan an influence approach that benefits you and others
Relationship skills for influencing	Build trusting workplace relationships that enhance your ability to influence
Influencing others	Engage others to take action through empathic understanding of needs
Influencing outcomes	Use influencing and persuasion strategies to achieve win-win outcomes
Influencing in the digital age	Use social media tools to engage and influence digitally
Politics, influence and you	Evaluate work culture and own influencing performance with colleagues to enhance positive influencing skills



Presentation Skills

Objectives

- Plan your presentation to meet audience needs and expectations
- Communicate your ideas in a clear, concise and coherent way
- Use body language, words and your voice to present a professional, confident image

Benefits

- Participants will be better prepared for common presentations, avoid miscommunication and make a positive impact on the audience
- Clients and colleagues will better remember and be able to act on presentations, saving time and improving performance
- The organisation will benefit from increased productivity, performance and an enhanced professional image



Module	Competency
Presentation fundamentals	Set personal presentation skills targets against effective presentation practices
Planning presentations that meet audience needs	Plan presentations to meet audience needs to maximise outcomes
Creating a logical presentation structure	Effectively organise content so your presentation is easy to follow
Making your presentation memorable	Capture and maintain your audience's attention throughout the presentation
Enhancing your presentation with visual aids	Enhance audience understanding through using visual aids when presenting
Polishing your presentations with non-verbal communication	Maintain audience engagement using non-verbal communication techniques
Handling interruptions and questions when presenting	Remain calm and professional when responding to common presentation challenges
Presentation skills mini-clinic	Make a plan to achieve your presentation skills development goals in the workplace



Advanced Presentation Skills

Objectives

- Engage a range of diverse audiences in your presentations
- Present with credibility and impact
- Respond to a variety of challenging situations during your presentations

Benefits

- Participants will be better prepared to present in challenging situations, achieve their goals and make a lasting impact on the audience
- Clients and colleagues will benefit from improved relationships and greater alignment on goals
- The organisation will benefit from improved performance and an enhanced professional image in challenging contexts



Module	Competency
Advanced Presentation Skills essentials	Identify the features of effective advanced presentation skills and set goals to improve your presentation
Planning powerful presentations	Align your presentation to the needs of different audience types
Using storytelling techniques to present	Use storytelling techniques to engage the audience and make the presentation memorable and meaningful
Engaging your presentation audience from the start	Connect with a variety of face to face audiences throughout a presentation using interactive techniques and humour
Presenting using powerful language	Use contrast, metaphors and rhetorical questions to present ideas memorably and persuasively
Adapting your presentation on the go	Recognise changes in audience needs and use body language cues to adapt your presentation on the go
Responding to challenging audiences during presentations	Select and use appropriate strategies to make hostile or disinterested audiences engage with your presentation
Presentation skills mini-clinic	Deliver a presentation with credibility and impact, evaluate performance and set goals to improve quality

Stakeholder Engagement

Objectives

- Implement a stakeholder engagement approach which is meaningful, inclusive, proactive and relationship-oriented
- Connect with and influence resistant or disengaged stakeholders
- Evaluate the success of your engagement strategy and implement improvements

Benefits

- Participants will be more accomplished at building relationships and influencing diverse stakeholders in complex situations
- Stakeholders and their teams will collaborate more effectively and productively
- The organisation will benefit from increased productivity and achievement of goals



Module	Competency
Your engagement strategy	Initiate a stakeholder engagement strategy by defining engagement principles and objectives completing a stakeholder analysis
Your stakeholder communication approach	To take a principled approach to communicate more effectively with your stakeholders
Sustaining engagement in challenging situations	Use responsive strategies to sustain engagement with conflictive, resistant or disengaged stakeholders
Monitoring and evaluating your engagement	To monitor the success of your engagement by gathering meaningful feedback and using an evaluative framework



Time and Stress Management

Objectives

- Explain how to plan and prioritise to meet short and long-term goals
- Describe techniques to fine tune your work patterns so you work smarter and more efficiently with other people
- Manage your stress levels so you can concentrate on work tasks and get things done

Benefits

- Participants will be better able to meet deadlines without losing sight of career ambitions, helping them maintain high levels of engagement
- Colleagues and clients will benefit from productive work practices in a harmonious work environment
- The organisation will be able to respond more effectively to complex and high-pressure situations, enhancing productivity



Module	Competency
Planning and prioritising work	Plan and prioritise to complete routine tasks on time while furthering long term goals
Working smarter to increase productivity	Assess the impact of working habits to make improvements that increase productivity
Managing your time with others	Use strategies to save time when working with others while maintaining positive relationships
Managing stress to increase productivity	Assess the impact of stress on productivity and identify strategies to reduce stress to save time

Train the Trainer

Objectives

- Select the best methods and activities for your group
- Deliver well-structured training sessions based on learning theories
- Better engage trainees and keep them focused

Benefits

- Participants will be better able to deliver learning sessions that achieve goals and make a positive impact on the participants
- Future trainees will attend sessions that are relevant, memorable and delivered in a way that meets their learning needs and expectations
- The organisation will benefit from more effective skills development, leading to increased impact of training sessions in the workplace



Module	Competency
Training fundamentals	Identify the skills and knowledge a trainer needs to assess own strengths and weaknesses
Workshop structure	Structure a training to meet participants' learning needs
Interactive delivery	Make a workshop interactive to increase participant engagement
Participant-led content	Use participants' experiences as a source of workshop content to increase relevance
Giving instructions	Give clear instructions so that participants know what to do
Giving feedback	Give feedback so that participants are motivated and improve performance
Managing people	Identify behaviour patterns in participants to tailor training delivery
Micro delivery clinic	Set goals, do a micro-delivery and assess performance to gain new training skills



Working with EQ

Objectives

- Optimise your EQ for your personal development and to contribute to best practice in your workplace
- Adopt an optimistic and resilient mindset to handle challenging situations
- Maintain positive and supportive working relationships with a diverse range of stakeholders

Benefits

- Participants will be more adept at using emotions, thoughts and behaviour for improved job satisfaction and performance
- Teams will collaborate more positively and effectively in working towards shared goals
- The organisation will benefit from greater productivity and a more compassionate and inclusive culture



Module	Competency
Essential EQ practices in the workplace	Set personal goals to develop your EQ and address EQ gaps in your workplace
EQ and emotional regulation	Align your emotional state to your workplace situations to enhance outcomes
EQ and your productivity	Improve productivity by using emotions and rational thinking to make better decisions
EQ and stress optimisation	Stay positive, proactive and focused during times of stress
EQ and empathic behaviours	Employ empathic behaviours to support the needs and well-being of others to develop meaningful and trusted relationships
EQ and teamwork	Motivate yourself and others to implement practices for building emotional intelligence in your team
EQ and change	Adopt an acceptance mindset in times of change
Working with EQ mini-clinic	Plan how to strengthen your EQ to contribute to a supportive and inclusive workplace





Business Writing Skills

Objectives

- Use modern business writing conventions to plan, write and edit documents
- Produce clear, concise, coherent documents that avoid miscommunication
- Build good relationships with your readers through reader-friendly language and appropriate levels of formality

Benefits

- Participants are more productive and better able to communicate in writing
- Clients and colleagues will be better able to understand messages, take action and save time
- The organisation will be able to project a more professional image both internally and externally



Module	Competency
Business writing fundamentals	Use strategies to assess the effectiveness of your business writing.
Ensuring your document is complete	Plan document content to ensure the reader has all the information they need.
Coherent business writing	Structure your documents logically so your messages are easy to follow.
Communicating clearly in business writing	Write clearly to ensure documents are easy to understand and avoid miscommunication.
Writing in a courteous, reader-friendly tone	Adapt language to different audiences, contexts and purposes to maintain good relationships with readers.
Communicating concisely in business writing	Write concise sentences and paragraphs to increase document readability.
Correct business writing conventions and language	Use modern business writing conventions for document layout, formatting and language.
Business writing mini-clinic	Make a plan to achieve your business writing skills development goals in the workplace.



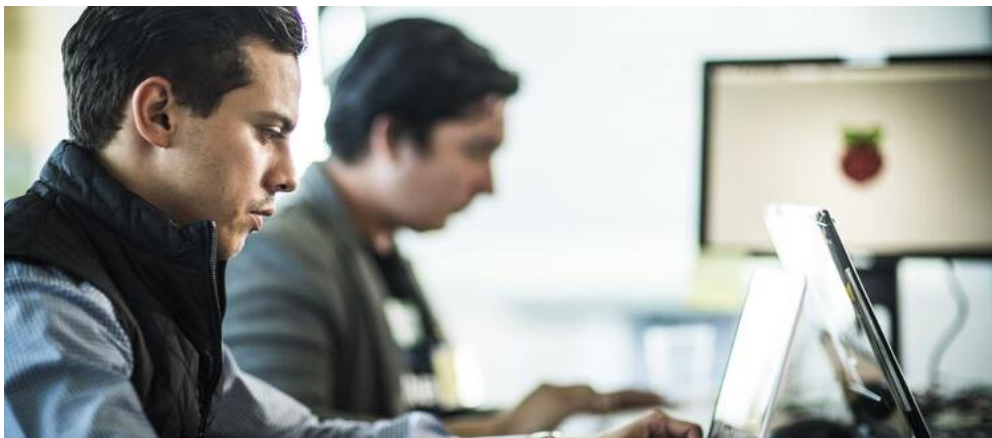
Advanced Business Writing Skills

Objectives

- Adapt your personal writing style to connect better with internal and external stakeholders
- Influence others to engage with you and take action
- Write diplomatically in a range of challenging situations

Benefits

- Participants will be able to build better relationships in writing, saving time and achieving their aims
- Collaborate better and resolve challenging situations
- The organisation will project a consistent, confident and audience-centric image enabling stronger internal and external engagement



Module	Competency
Advanced business writing essentials	Identify the features of effective advanced business writing and understand the sources of everyday miscommunication
Written communication styles	Identify a writer's communication style and adapt writing to the reader and context, building and enhancing relationships
Building lasting relationships in writing	Build lasting relationships by quickly building rapport, connecting emotionally and avoiding damaging behaviour
Using narrative writing to influence the reader	Use an appropriate narrative structure and word choice to communicate memorably and influence readers to take action
Asserting your point in writing	Assert your point in writing using a diplomatic tone and suitable structure that appeals to your reader's reasoning
Simplifying complex ideas in writing	Identify reader needs and select a suitable approach for simplifying complex ideas so your message is understood clearly
Writing across different formats	Adapt and present messages for different forms of written communication.
Advanced business writing mini clinic	Use an editing and review process for your own and others' documents. Give feedback and set goals for improvement



Email Writing Skills 1

Objectives

- Use strategies to manage your inbox and save time
- Write clear and complete emails that achieve your goals
- Write reader-focused emails that build relationships

Benefits

- Participants will be better prepared to write and respond to everyday emails, avoid miscommunication and make a positive impression on their readers
- Clients and colleagues will be better able to understand messages and take action based on their content, saving time
- The organisation will benefit from increased productivity, improved relationships and an enhanced professional image



Module	Competency
Email writing fundamentals	Set email writing targets for yourself against effective practices
Email time-savers	Use email inbox management and time-saving strategies to be more productive
Planning your emails	Plan emails effectively to achieve your goals and maximise positive outcomes
Writing formal emails	Structure and write formal emails that build relationships with your readers
Writing informal emails	Structure and write informal emails that sustain relationships with your readers
Writing follow-up emails	Write effective follow-up emails that result in action
Writing effective replies	Write effective email replies that meet your readers' needs
Email writing skills mini-clinic	Make a plan to achieve your email writing skills development goals in the workplace



Email Writing Skills 2

Objectives

- Write credible and confident emails that convince your reader
- Adapt your writing style to your reader and the context
- Write sensitive and challenging emails that are considerate of readers

Benefits

- Participants will be better prepared to write and respond to complex and challenging emails, build credibility, confidence and connection with a variety of stakeholders
- Clients and colleagues will be better able to build trust and understanding
- The organisation will benefit from increased performance, improved relationships and an enhanced professional image



Module	Competency
Email writing essentials	Set personal email writing targets against effective practices to be clear, credible and considerate
Writing engaging emails	Write emails that convince and motivate your readers to take action
Writing culturally sensitive emails	Write emails that connect with your reader's style and context to build trustful relationships
Communicating difficult messages by email	Write emails with difficult messages which are considerate of readers' needs and concerns
Responding to negative feedback emails	Respond to negative feedback emails in a way that maintains reputation and strengthens relationships
Refusing email requests	Refuse email requests using a confident and considerate tone to maintain the relationship
Managing engagement in email threads	Respond effectively in email threads to engage stakeholders and drive outcomes
Email writing skills mini clinic	Plan how to strengthen your email writing skills to raise your credibility and improve confidence and connection with others



Grammar Skills for Business Writing

Objectives

- Write clearly and accurately to avoid miscommunication and get results
- Adapt your grammar to better influence a range of readers
- Project a professional image in writing to connect positively with and influence stakeholders

Benefits

- Participants will be more likely to achieve the goals of their written communication
- Internal and external stakeholders will better understand written messages, saving time



Module	Competency
Grammar skills for business writing fundamentals	Set personal targets to improve your written grammar skills at work for common communication purposes
Grammar for writing updates and progress reports	Use accurate structures to provide clear and credible written updates and progress reports
Grammar for writing about future plans	Use accurate grammar to clearly communicate future plans or actions in writing
Grammar for making written requests	Use accurate language to write requests which positively influence stakeholders
Grammar for describing and comparing data in writing	Use a range of grammar and vocabulary to describe and compare data clearly in writing
Grammar for giving written recommendations	Use accurate grammar to write recommendations or advice that are adapted for your audience
Grammar for reporting workplace communication	Use a range of structures and verbs to report common workplace communications between stakeholders
Grammar skills for business writing mini-clinic	Make a plan to strengthen your grammar skills back in the workplace



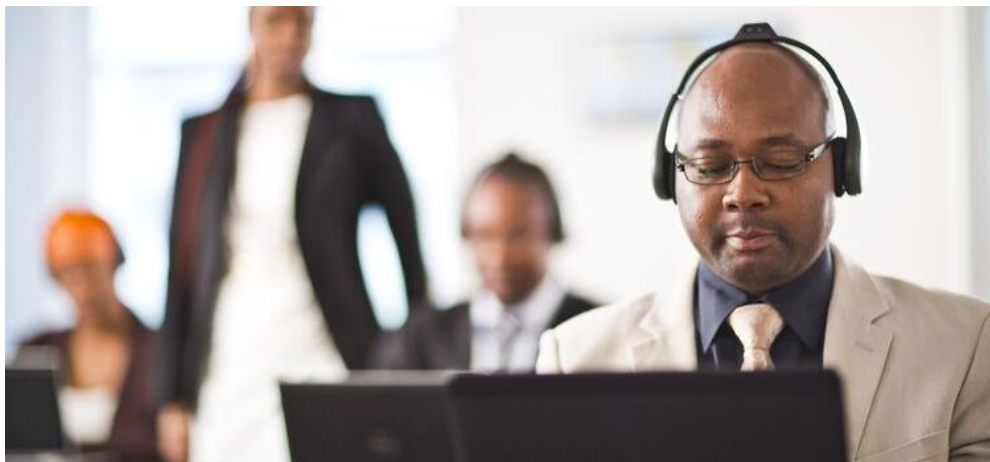
Minute Writing Skills

Objectives

- Take effective notes during meetings which facilitate the writing of relevant minutes for your context
- Clearly and concisely summarise discussions, actions and decisions.
- Write accurate, diplomatic minutes that are aligned with contextual and audience expectations

Benefits

- Participants will take notes more effectively and produce accurate, clear and diplomatic minutes which meet the needs of the readers
- Internal and external stakeholders will find minutes clear, comprehensive and relevant, reducing reviewing time and increasing ease of reference
- The organisation will be confident in the accuracy and credibility of these legal documents



Module	Competency
Minute writing fundamentals	Set personal targets to improve your minute writing skills in context
Preparing for minute writing	Prepare for your role as minute taker by clarifying expectations and responsibilities so you can produce minutes that meet context expectations
Note-taking strategies for minute writers	Use suitable methods to effectively take notes during meetings which facilitate the writing of relevant minutes.
Summarising discussions in minutes	Write effective discussion summaries in minutes which are aligned with the tone and style of your context
Documenting decisions and actions in minutes	Write clear, complete action points in minutes to enable productive meeting outcomes
Reporting sensitive situations in minutes	Report sensitive situations in meetings in a diplomatic way so that the minutes are an objective and professional record
Ensuring minutes are clear and complete	Send minutes which are clear, complete and accessible for the audience
Minute writing skills 1 mini-clinic	Plan how to strengthen your minute writing skills in the workplace



Proofreading

Objectives

- Spot common errors in your organisation's written communication
- Use a proven proofreading process to improve accuracy
- Act as an essential resource for your team or department

Benefits

- Participants will improve the speed of their proofreading using a five-step process, their own written accuracy and act as a resource for colleagues
- Stakeholders and clients will receive error-free, well-written documents
- Organisational credibility will be enhanced through the production of documents which project a more professional image



Module	Competency
Proofreading fundamentals	Identify the challenges of proofreading and choose strategies to overcome them
How to proofread	Use the proofreading process to ensure a text is thoroughly checked for typographical and formatting errors
Proofreading – checking language	Identify and fix grammar and spelling errors to ensure the language is correct
Proofreading – checking accuracy	Identify and fix sentence ambiguity, factual accuracy and inconsistencies to ensure the document is accurate



Report Writing Skills

Objectives

- Plan, structure and write coherent, clear, insightful reports
- Engage and maintain readers' interest from the start
- Influence others to take action through persuasive writing techniques

Benefits

- Participants will be more confident and productive in their report writing
- Teams and management will be better able to make effective strategic and tactical decisions based on analysis and recommendations
- The organisation will be able to respond more quickly and effectively to recommendations, boosting business performance



Module	Competency
Report writing fundamentals	Set personal targets for yourself against effective practices
Writing the background and introduction to a report	Write effective report openings to engage your readers
Writing credible report findings	Write evidence-based findings that support your report's purpose and key messages
Using visuals to make reports more appealing	Use visuals to present facts and data in reports in a clear and memorable way
Writing effective report conclusions	Write unbiased report conclusions that align with report findings
Writing persuasive report recommendations	Influence your report readers to take action based on your recommendations
Writing executive summaries	Write well-structured, concise and engaging executive summaries for your report
Report writing skills: mini-clinic	Make a plan to achieve your report writing skills development goals in the workplace



Our course portfolio

Courses	Description	Group	ONLINE SELF-ACCESS	ONLINE BLENDED	ONLINE LIVE LEARNING	IN-PERSON
Professional Skills - Speaking	Modular courses developing confident, coherent, convincing spoken communication for workplace situations.	Closed			✓	✓
Professional Skills - Writing	Modular courses developing clear, concise, accurate written communication for a range of document types.	Closed			✓	✓
Personal Coaching	1-2-1 coaching to develop confidence and executive presence, to follow a personalised learning plan.	Individual			✓	✓
Customised courses	Closed group courses, developed in partnership, focusing on specific situations, roles and areas of language.	Closed			✓	✓
Business Speaking	Self-study courses that develop vocabulary and speaking for work, with role-plays and dynamic testing.	Open	✓			
Business Writing	Self-study courses that improve planning, structuring, vocabulary, grammar, writing and editing skills.	Open	✓			
English for Hospitality	Self-study courses that develop English writing and communication skills for the hospitality sector.	Open	✓			
English for Specific Purposes	Self-study courses that develop vocabulary, comprehension and spelling for specific industries and roles.	Open	✓			
English for Life	Blended online learning using a flipped classroom approach to improve English language in social situations.	Open		✓		
English for Work	Blended online learning using a flipped classroom approach to improve English language for the workplace	Open		✓		
Public Group Classes	Trainer-led classes that improve communication skills for based around individual learner pathways.	Open			✓	✓
Personal Tutoring	1-2-1 tutoring to improve language in specific areas to follow a personalised learning plan.	Individual			✓	✓
IELTS Coach	Preparation for the IELTS test, focusing on Speaking, Listening, Reading or Writing or any combination.	Open			✓	✓
English for Students (EAP)	Targeted language improvement for students studying or intending to study a course in English.	Closed			✓	✓
English for Academic staff	Targeted language improvement n an academic context for Lecturers, Researchers and PhD students.	Closed			✓	✓
Assessment	IELTS; Aptis (4 skills assessment) EnglishScore (mobile test of reading, listening, grammar, vocabulary).					

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