

## **Making Contact**

‘Making Contact’ is a ten week course in Spoken English for Business. Increasingly, whether it be in discussions related to new project developments or dealing with product enquiries from customers from abroad, more and more everyday business communication is conducted through English.

This course is therefore designed to help you improve your competence and confidence when dealing with English speaking clients or where the business discussion needs to be through the English language.

The course will be tailored to meet the specific needs and interests of the participants but typical tasks could include:

- Greeting people and making introductions
- Dealing with visitors and making small talk
- Telephoning with confidence
- Talking about your business, your company and work processes
- Reporting on developments
- Preparing for an important presentation
- Preparing for an important interview
- Negotiating a contract
- Intercultural communication

Alongside these elements, there will be the opportunity to listen to English being spoken by different nationalities in various business situations, to enable you to improve your understanding of English as it is spoken.

The course will be essentially interactive. Don’t worry if you make mistakes! You will make progress by finding the confidence to talk, listen and share your ideas with your colleagues and your teacher.

The course is initially planned over a ten week period but there may be the opportunity for an extension programme in the spring, with the opportunity to take an appropriate ‘Spoken English in Industry and Commerce Examination’ through the London Chamber of Commerce and Industry.

The course will be led by Scott Whitehead, a native speaker of the English language with extensive experience of running similar courses in Germany.

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