

# Brighton Premium English for PAs and Secretaries



REIN INS LAND.  
RAUS MIT DER SPRACHE.

## Detailed course description

**Lessons:** 30 lessons of 45 minutes per week (= 22,50 hours)

**Levels:** Intermediate to Advanced (B1-C1)

**Duration:** 2 weeks

**Maximum class size:** 8

**Minimum age:** 21

**Target group:** This course is designed for secretaries, personal assistants and administrative staff who need to use English at work.

### Content & objectives:

Each course is tailored to the particular working contexts of the course participants. Typically it covers:

- telephoning
- business correspondence including the writing of letters and emails
- memos and reports
- meetings: agendas and minutes etc.
- greeting and dealing with clients and visitors
- making arrangements and preparing schedules

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

- communicate in English more effectively and confidently overall
- correspond effectively in emails, faxes and letters
- communicate effectively 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

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Sample Timetable

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 10:30	<p>Introductions:</p> <ul style="list-style-type: none"> <li>Welcome to the ELC</li> <li>Trainers, course &amp; materials</li> </ul> <p>Needs Analysis:</p> <ul style="list-style-type: none"> <li>Establishing language needs</li> <li>Course goals &amp; objectives</li> </ul>	<p>Guided discussion: The role of the modern secretary</p> <p>Plus analysis &amp; group feedback</p>	<p>Presenting your company:</p> <ul style="list-style-type: none"> <li>A mini-history</li> <li>Giving a tour</li> </ul>	<p>Meetings:</p> <ul style="list-style-type: none"> <li>Participating</li> <li>Taking minutes</li> <li>The language of meetings</li> </ul>	<p>E-mailing:</p> <ul style="list-style-type: none"> <li>Fixed phrases</li> <li>Formal v. informal language Being clear and polite</li> <li>Tips &amp; guidelines</li> </ul>
10:30 – 10:50	Break				
10:50 – 12:20	<p>Initial presentation:</p> <ul style="list-style-type: none"> <li>Presenting yourself and your company</li> <li>Describing your products/ services</li> <li>Roles &amp; responsibilities</li> </ul>	<p>Letter writing:</p> <ul style="list-style-type: none"> <li>Formal/ informal styles</li> <li>Fixed phrases</li> <li>Typical mistakes</li> <li>Error correction</li> </ul>	<p>Discussion skills:</p> <ul style="list-style-type: none"> <li>Checking understanding</li> <li>Clarifying</li> <li>Paraphrasing</li> </ul> <p>Mini- discussion: topical business issues</p>	<p>Role-play: Meeting simulation</p> <p>Videoed for analysis and group feedback</p>	<p>Language focus: Prepositional phrases &amp; multi-word verbs</p>
12:20 – 13:20	Lunch				
13:20 – 14:50	<p>Language awareness: Grammar</p> <p>Self- study skills: Developing good study habits</p>	<p>Greeting visitors:</p> <ul style="list-style-type: none"> <li>Welcoming a visitor</li> <li>Making small talk</li> <li>Showing someone around</li> </ul>	<p>Language skills workshop: Improving your listening</p> <p>Video session: Great presenters (Steve Jobs, TED)</p>	<p>Language focus: The grammar of politeness &amp; diplomacy</p>	<p>E-mailing:</p> <ul style="list-style-type: none"> <li>Making a booking</li> <li>Confirming details</li> </ul> <p>Email workshop</p>

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Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 10:30	Course review: Reassessing needs and objectives  Workshop: Preparing a schedule	Telephoning: <ul style="list-style-type: none"> <li>Telephone phrases</li> <li>Getting through</li> <li>Leaving a message</li> </ul>	Telephoning: <ul style="list-style-type: none"> <li>Information, action, requests</li> <li>Dealing with problems on the phone</li> </ul> Plus role-play practice	Following up a meeting: <ul style="list-style-type: none"> <li>Circulating minutes</li> <li>Getting feedback</li> <li>Chasing up action points</li> </ul>	Time management: <ul style="list-style-type: none"> <li>Prioritisation</li> <li>The Urgent/Important matrix</li> <li>Effective scheduling</li> </ul>
10:30 – 10:50	Break				
10:50 – 12:20	Socialising: <ul style="list-style-type: none"> <li>Starting a conversation</li> <li>Sounding interested</li> <li>Conversation topics</li> </ul> Role-play: a business lunch	Pronunciation workshop: <ul style="list-style-type: none"> <li>Improving your pronunciation</li> <li>Personalised advice and practice</li> </ul>	Intercultural awareness: <ul style="list-style-type: none"> <li>Cultural differences</li> <li>Business and management issues</li> <li>Working in an international team</li> </ul>	Guided Discussion: Topical business issues  Plus analysis & feedback	Final role-play: Organising a conference  Plus analysis & group feedback
12:20 – 13:20	Lunch				
13:20 – 14:50	Language awareness: Words, word families & phrases  Self-study skills: Developing your vocabulary	Discussion skills: <ul style="list-style-type: none"> <li>Interrupting</li> <li>Preventing interruption</li> </ul> Plus role-play practice	Preparing for a meeting: Creating the agenda <ul style="list-style-type: none"> <li>Inviting participants</li> <li>Confirming attendance</li> <li>Changing plans</li> </ul>	Giving a Presentation: <ul style="list-style-type: none"> <li>Effective introductions</li> <li>Rhetorical language</li> <li>Structuring your talk</li> </ul>	Course review: <ul style="list-style-type: none"> <li>Evaluation &amp; feedback</li> <li>Lessons learned</li> <li>Going forward</li> </ul> Open forum