



English Academy

Language School since 1947

Professional Skills Training 2010-2011



About the English Academy

Founded in 1947 in Brussels, the English Academy has grown to become one of the most renowned professional skills and language training providers in Belgium.

Our team works continuously to develop our programmes in order to guarantee our clients the outstanding levels of service they have come to expect.

Today, the English Academy offers language and professional skills training to a wide range of institutional, corporate and private clients across Belgium and beyond.

Expert Trainers

Our trainers are qualified, experienced professionals with an extensive background in successfully training international diplomats, institutional staff and business people both in Brussels and across the European area.

Practical Training

For us, professional training is not about lectures on theory. It is, however:

- A dynamic blend of core theory and hands-on, realistic and targeted practice through role plays and simulations with structured feedback
- Concise and clear, with professionally relevant outputs
- 100% tailored to the needs of the participant

MEETINGS SKILLS – PRESENTATION SKILLS – NEGOTIATION SKILLS
WRITING SKILLS – E-MAIL SKILLS – TELEPHONE SKILLS

Continuous Development

Effective training should produce tangible development not only during the training itself, but also in the period following the training as the participant progressively applies and refines their new skills in their everyday professional activities.

This process of continuous development is supported by the comprehensive training materials that support each training session.

Contact Us

If you would like to further discuss how our professional training services can benefit your organisation's people, please contact our training team on 02 734 8073 or by sending an email to info@englishacademy.be

Meetings Skills

In the modern institutional and political fields, successfully participating in and/or chairing meetings requires a complex blend of skills, including: fluent control of advanced language structures and functional tools, conciseness, clarity, impact and effective body language.



Year-round availability



20 hours
Intensive (5x4) or
extensive (10x2)



Individual
Group training is available
upon request



Intermediate (B1) to
Advanced (C2)



€1300
Incl. testing, needs
analysis and materials



+32 (0)2 734 8073
info@englishacademy.be

Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

Through an interactive approach supported by filming and structured feedback on relevant meeting simulations, participants will cover:

- Key language techniques - structuring, appropriateness and economy
- Voice techniques - impact and clarity
- Core meeting skills - clarifying, handling disagreement, reaching consensus and dealing with interruptions and misunderstandings
- Chairing skills - effective opening, managing the agenda and measured closing
- Cross-cultural considerations – differing communication styles

Measurable outputs

The twenty hours of training will provide participants with:

- Increased confidence and fluency in meetings
- A toolkit of appropriate language to deal effectively with all aspects of meetings
- The necessary competencies to effectively chair meetings
- A stronger awareness of cross-cultural considerations

Optional extras

- Working Lunch
- Follow up Diagnostic
- Body language - non-verbal communication

Combination options

- Presentation Skills
- General English Training



Presentation Skills

A wide range and blend of skills are required to deliver an effective presentation: developing and exploiting visual aids, logical structuring and transitions, impact, managed body language, strong vocal control and the ability to deal well with questions from your audience.



Year-round availability



20 hours

Intensive (5x4) or
extensive (10x2)



Individual

Group training is available
upon request



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Advanced (C2)**



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Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

Through an interactive approach supported by filming and structured feedback on group and individual presentations, participants will cover:

- Writing and structuring presentations – organisation, economy and clarity
- Visual aids – effective design and exploitation
- Voicing – increasing impact through emphasis, intonation and pausing
- Core techniques - opening, signposting transition and closing
- Body language - consistent non-verbal communication to support the spoken message
- Question and answer – dealing with difficult questions

Measurable outputs

The twenty hours of training will provide participants with:

- Increased levels of confidence and fluency
- A more structured and clearer style of delivery
- A comprehensive toolkit of techniques to raise their impact in future presentations
- Improved skills in writing presentations and designing visual aids
- A stronger awareness of the importance and active control of body language

Optional extras

- Working Lunch
- Follow up Diagnostic

Combination options

- Meeting Skills
- General English Training



Negotiation Skills

Effective negotiation is essential to best represent your institution's interests. It requires: successful relationship management with counterparts, conscious control of tone and body language and clear, concise communication using consistently appropriate language.



Year-round availability



20 hours

Intensive (5x4) or
extensive (10x2)



Individual

Group training is available
upon request



**Intermediate (B1) to
Advanced (C2)**



€1300

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Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

Through coverage of principal negotiation concepts and corresponding language tools blended with an interactive approach supported by filming and structured feedback on relevant negotiation simulations, participants will cover:

- Key negotiation concepts
- Key language techniques - structuring, appropriateness and economy
- Voice techniques - impact and clarity
- Core negotiation skills - clarifying, bartering, handling disagreement, reaching consensus and dealing with interruptions and misunderstandings
- Cross-cultural considerations – differing communication styles

Measurable outputs

The twenty hours of training will provide participants with:

- Increased confidence in negotiations
- A more structured style of communication with more impact
- A toolkit of appropriate language to deal effectively with all the main stages of a negotiation
- A stronger awareness of cross-cultural considerations and the importance of body language

Optional extras

- Working Lunch
- Follow up Diagnostic
- Body language - non-verbal communication


Combination options

- Presentation Skills
- General English Training



Professional Writing Skills

The quality of an organisation's documentation defines how it is perceived professionally. Developing the ability to consistently and more quickly produce clear, concise and structured output with an appropriate control of tone is a must.



Year-round availability



20 hours
Intensive (5x4) or
extensive (10x2)



Individual
Group training is available
upon request



**Intermediate (B1) to
Advanced (C2)**



€1300
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Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

This interactive course, through a blend of reviewing the core principles of effective professional writing and practical tasks to refine these skill areas, will cover:

- Audience – tailoring your writing to the intended internal and/or external world
- Organisation – examining writing models across genres (reports, emails, memos, letters etc.)
- Conciseness and clarity – achieving a natural, clear and concise writing style
- Precision – raising awareness of precision and, where necessary, diplomacy
- Appropriateness – developing control of tone and levels of formality

Grammar and vocabulary issues will be regularly followed up by the trainer following the specific problem areas encountered by participants in their writing tasks.

Measurable outputs

The twenty hours of training will provide participants with:

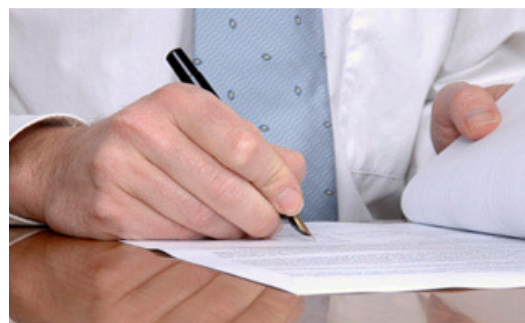
- A more effective and efficient writing style
- A stronger control of tone and levels of formality
- Clear style and format guidelines for future writing
- An accurate control of grammar and vocabulary

Optional extras

- Working Lunch
- Follow up Diagnostic

Combination options

- Proofreading service
contact us for more details



E-mail Skills

In the modern business, institutional and political fields, emails are a frequently-used tool for internal and external communication. Successful email writing requires not only a good command of language, but strong control of tone and functional language.



Year-round availability



20 hours
Intensive (5x4) or
extensive (10x2)



Individual
Group training is available
upon request



Intermediate (B1) to
Advanced (C2)



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Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

Through an interactive approach, providing clear, practical tools developed through analysing best and worst practice models as well as participants' own emails, the course will cover:

- Audience – tailoring your language and writing style to internal and external recipients
- Organisation – clearly and appropriately structuring information
- Conciseness and clarity – achieving a natural, clear and concise writing style
- Precision – raising awareness of precision and, where necessary, diplomacy
- Appropriateness – developing control of tone and levels of formality

Grammar and vocabulary issues will be regularly reviewed by the trainer following the specific problem areas encountered by participants in their writing tasks.

Measurable outputs

The twenty hours of training will provide participants with:

- A more effective and efficient writing style
- A stronger control of tone and levels of formality
- Clear style and format guidelines for future writing
- A more accurate control of grammar and vocabulary

Optional extras

- Follow up Diagnostic

Combination options

- Proofreading service
- General English Training



Telephone Skills

Although email has now become so common, the telephone remains a central tool in all working environments. Successful phone and conference calls require not only the ability to fluently express clearly structured messages, but also strong listening comprehension skills.



Year-round availability



20 hours
Intensive (5x4) or
extensive (10x2)



Individual
Group training is available
upon request



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Advanced (C2)



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Target group

The course is suitable for: non-native speaking professionals working in an English-speaking institutional environment or people who need to boost their skills for a future role or project.

Key objectives

Through an interactive approach supported by structured feedback on relevant recorded simulations, participants will cover:

- Key language techniques - structuring, appropriateness and economy
- Voice techniques - impact and clarity
- Core telephone skills – opening calls, clarifying, handling disagreement, reaching consensus, dealing with interruptions and misunderstandings, closing calls
- Listening comprehension – techniques for raising understanding across a range of accents

Measurable outputs

The twenty hours of training will provide participants with:

- Increased confidence and fluency in phone calls and conference calls
- A comprehensive toolkit of appropriate language to deal effectively with all aspects of calls and conference calls
- A stronger level of listening comprehension across all common accents

Optional extras

- Follow up Diagnostic

Combination options

- Meeting Skills
- General English Training

