

**Straightforward English communication  
for administrative staff**

## **day 1**

### **Spoken English**

- What makes a good communicator?
- Exchanging information / reviewing question forms
- Listening strategies and taking notes
- Telephone English (greetings, messages, spelling names and numbers, checking understanding)
- Communication strategies to feel confident and build rapport

## **day 2**

### **Written English**

- Message types (internal notes, mails, brief reports)
- Message styles (direct / indirect, formal / informal)
- Common mistakes, sentence structure, punctuation
- Opening and closing, structuring information
- Making arrangements by email
- Email dos and don'ts
- Interactive practice on writing messages that summarise discussions
- Follow-up opportunities to further develop writing and speaking skills