

# English for Human Resource Professionals

Helping HR professionals handle HR matters with confidence

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## Course Summary

This course provides HR professionals with the key English language skills they need in human resources and labour law. It includes practice in language appropriate for interviewing applicants for jobs, conducting appraisal interviews, participating in discussions on HR issues, travelling abroad for fact-finding visits and to conferences, receiving visitors, socialising, telephoning, understanding written materials and producing written English as well as awareness of cross-cultural issues. Formal and informal contexts are included.

Participants will take part in simulated meetings, negotiations and interviews as well as discussions on a variety of work-related and general topics, including current affairs.

## Course Content

The course is designed to develop the participants' language and communication skills in a range of professional contexts. The course focuses on active speaking and writing skills and communication strategies. In order to provide a framework for the course, topic areas may include:

- recruitment
- training, motivation and rewards
- redundancies and settlements
- organisation and leadership
- financing personnel
- insurance and pensions
- working abroad
- managing change
- social welfare
- labour law
- national and international labour market
- single European market: free movement of labour
- internationalisation of work practices

Key language and communication skills covered in the course include:

- giving presentations
- effective communication skills for meetings and negotiations
- effective participation in discussions
- effective telephoning skills
- hosting visits, socialising, meeting and greeting
- persuading and compromising
- written communication including email, reports and formal letters
- making proposals, offers, suggestions
- opening/closing meetings
- summarising

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044 211 12 32

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031 318 44 04

KRAMGASSE 5  
6004 LUZERN  
041 220 11 11

NEUGASSE 51  
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 REISEGARANTIE

 **SALTA**

When professional people are speaking with their counterparts, discussion often turns to broader matters. The course reflects this with practice in a range of topical issues such as:

- current affairs
- social, political and environmental issues
- political systems and developments
- education and training
- advertising and the media
- technology and society

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Professional hospitality, entertaining visitors and handling social situations are important for many professional people. Areas covered include:

- meeting and greeting
- dealing with enquiries and offering advice
- arranging and cancelling appointments/social engagements
- travel arrangements, bookings and reservations
- giving and understanding directions
- restaurants and pubs
- small talk

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## Benefits

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

- communicate more fluently and effectively in a range of professional situations
- use a greater range of professional and work-related vocabulary
- socialise more confidently to build relationships
- handle written communication more effectively
- use the telephone for effective communication
- work more successfully in a cross-cultural environment

## We offer the following course modules:

**LSE London:** 1-week English for HR Professionals  
(30 hours / week. Monday – Friday 09.00 – 12.30 and 13.45 - 17.00). To assure best learning progress we recommend booking a 1-week Professional or Executive course prior to the HR course. Min. age 25. Max. participants 6. Upper intermediate level of English (B2) required. Fixed start dates (7 times per year).

**York:** 1-week English for HR Professionals  
(30 hours / week. Monday - Friday 9.00 – 12.15 and 13.45 – 17.00). Min. age 23. Max. participants 6. Low intermediate level of English (B1) required. Fixed start dates (30 times per year).

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**Canterbury:** 1-week English Combination Course for HR Professionals (15 lessons Executive Course focusing on Interactive Communication Skills, plus 15 lessons private tuition focusing on specific professional needs for HR. Monday - Friday 8.45 – 12.00 and 13.30 – 16.45). Min. age 25. Max. participants 4. Low intermediate level of English (B1) required. Start dates all year round.

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**East Budleigh:** 1-week English for HR-Professionals (40 hours / week. Monday – Friday 09.00 – 13.00 and 14.00 – 17.00). Min. age 23. Max. participants 6. Elementary level of English (A2) required. Fixed start dates (3 times per year).

**Canning London:** 1-week English for HR-Professionals (41 hours / week. Monday – Friday 09.00 – 17.30). Min. age 21. Max. participants 6. Upper intermediate level of English (B2) required. Fixed start dates (3 times per year).

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**Malta:** 1-week English for HR-Professionals (30 hours / week. Monday – Friday 09.00 – 12.30 and 13.30 – 17.00). Min. age 24. Max. participants 8. Intermediate level of English (B1) required. Fixed start dates (2 times per year).

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### Key Facts

- intensive programmes only for HR professionals with relevant experience

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