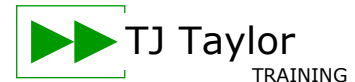


# Telephone English Courses

## Oral English for Professionals



- Do you need to develop confidence and fluency when speaking English on the phone?
- Do you travel frequently?
- Are you pressed for time?
- Are you looking for more cost-effective language training?
- Do you have specific needs and objectives?

Telephone English courses are ideal for field sales staff, receptionists, secretaries, and managers at every level who need to communicate often in English by telephone.

The telephone and videoconference lessons can also be integrated into a traditional classroom course to offer more flexibility, enhance the learning experience, and increase the participants' confidence and fluency.

### What are the Advantages?

#### Flexible and Convenient

- Schedule your lessons where and when you want between 8am and 8pm
- No time is wasted travelling or waiting
- Short, easy to schedule lessons

#### Complete Concentration and Faster Progress

- English telephone lessons pushes you to speak and express yourself clearly
- Complete concentration on the teacher's pronunciation, accent, and vocabulary
- Communicative approach to learning, focussing on fluency and comprehension in a business context

#### Personalised lessons

- One-to-one lessons with a native English teacher with real business experience in fields such as Finance, Marketing, HR, IT, Sales, etc., enabling our teaching professionals to tailor the lessons and understand the participant's problems and requirements
- Lessons draw on real business documents and topics, basing the vocabulary and role-plays on your emails, reports and presentations, together with the training material chosen by your teacher.
- Lessons that focus exclusively on you, following your progress and your objectives.

## Telephone or Videoconference

You can follow your course by telephone or videoconference, according to your level and location, but all courses consist of a series of regular, concentrated, and very effective lessons:

**By telephone:** course materials and notes are sent to the participant before the start of the lesson which is scheduled at a convenient time. A telephone course is normally recommended for students that already have a basic knowledge and comprehension of the spoken language. Our teachers call the student on the landline telephone they have specified. All telephone call charges are included in the pricing.

It is also possible to include live text support using our private online chatroom function if students have access to a computer during their telephone lesson.

**By audio or videoconference:** this is the preferred channel as it includes real-time text support between the teacher and student. Live video is especially useful for beginner level students as hand movements and facial expressions are very important in human communication and learning – which is the principal reason why communicating on the telephone in a foreign language is more difficult than face-to-face.

Written support during the lessons is especially useful for lower level students as they may have difficulties communicating solely by voice – for example not recognising the pronunciation vs. the spelling of a word, problems understanding sentence structure, or even to provide help in stressful situations.

All the text used during the lesson can be saved and referenced at a later, which is also very effective for visual / conceptual learners.

### How do the lessons work?

They are individual lessons

Your teacher calls you at the time of your choice between 8 am and 8 pm.

Your level of English, style of learning and objectives are assessed and a personalised study agenda created to meet your requirements.

Study materials are chosen and/or created to help you improve your level of fluency and comprehension based on your needs and objectives.

Your teacher continually adapts the contents of your course to your progress and individual requirements.

Lessons can be cancelled with up to 24 hours notice with no cost or penalty.

Lessons not only deal with practising and correcting expressions, pronunciation, and the use of vocabulary, but also emphasize the application of English to real situations and the your job through simulations, case studies, and role-plays. Working together on shared writing exercises helps the learner gain confidence, clarity and more powerful communication, empowering them to work more effectively and succeed in their job.

All courses also include:

**Monthly check-ups** and reporting: regular and insightful progress and status reporting by cost centre, department or manager to evaluate the participants' learning, motivation and potential.

The participant is encouraged to send their teacher English **documents** which can be integrated into the lesson, or even proof-read together during the lesson for mistakes and style. Our trainers can help them prepare and correct presentations, emails and reports in English.

**Coaching:** not only does the teacher encourage and guide participants in their learning, but can also help them understand the business culture and background of their interlocutors, and we are available on-demand to help them succeed in business with English.

## Technical Aspects

The telephone courses require only a land line telephone and, if you also require the private chatroom function, access to a computer with an internet connection.

The audioconference and videoconference lessons use a VOIP software program called Skype, which can be downloaded and installed on any computer free of charge, and require an ADSL internet connection, a headset, and a microphone.

## For further details

Please don't hesitate to contact us with any questions.

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