

BUSINESS SEMINARS



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These communication seminars are intensive 1-2 day workshops with a maximum of 8 participants. You will have ample opportunity to practise among others your telephoning, meetings and presentation skills in a safe environment and receive constructive feedback.

These are practical, tailor-made courses based on your needs analysis (short questionnaire and/or telephone interview) carried out with a trainer prior to kick-off. Your trainer is a native English speaker with many years of experience in business and training. We work with case studies, audio and visual clips and scenarios.

Your take-away benefits include increased confidence and a helpful toolkit.

seminars4business **Effective Small Talk & Socialising**

Duration of Seminar: 1-2 days	Materials: Communication Toolkit	Target Group
No. of Participants: 4-8	Price: €350/690 per person (+ 19% VAT)	Office staff
Language: English	Venue: Düsseldorf	Managers

Take-away Benefits

Relationship building is an essential part of doing business in the English speaking world, and a skill which is often neglected. We will help you master the fine art of small talk and socialising so that you can build successful working relationships. In this 1-2 day seminar you will learn how socialising can contribute to your bottom-line results.

You will receive personalised, individual feedback for you to improve your small-talk skills and a practical toolkit which you will be able to use immediately.

✓ **Avail of our early bird discount**

€295 per person for one day seminar or two days for €580 (requires payment 6 weeks prior to commencement).

Sample Contents

- Understanding the importance of small talk & networking
- Breaking the ice
- Greetings and introductions
- Welcoming and entertaining visitors
- Offering and requesting
- Making small talk before a meeting
- Appropriate small talk topics
- Building rapport
- Active listening
- Keeping the conversation flowing
- Giving and reacting to invitations
- Dealing with uncomfortable situations
- Useful phrases

seminars4business **Effective Meetings**

Duration of Seminar: 2 days

No. of Participants: 4-8

Language: English

Materials: Communication Toolkit

Price: €390/750 per person (+ 19% VAT)

Venue: Düsseldorf

Target Group

People working internationally

Take-away Benefits

International meetings have become a fact of life in most workplaces. Whether you have to chair or just participate, this seminar will equip you with the skills to successfully navigate the tricky waters of meetings. After this seminar you will be able to plan and conduct effective meetings that produce results.

You will receive personalised, individual feedback for you to improve your performance in meetings and a practical toolkit which you will be able to use immediately

✓ **Avail of our early bird discount**

€350 per person for one day seminar or two days for €690 (requires payment 6 weeks prior to commencement).

Sample Contents

- Sample content
- Arranging/confirming/rescheduling a meeting
- Making introductions
- Opening/closing a meeting
- Stating objectives
- Agreeing/disagreeing/summarizing results/concluding
- Expressing strong and tentative opinions
- Dealing with interruptions
- Asking for clarification
- Presenting figures
- Confirming decisions and action points
- Polite/diplomatic language
- Useful phrases

seminars4business **Effective E-mails**

Duration of Seminar: 1-2 days

No. of Participants: 4-8

Language: English

Materials: Communication Toolkit

Price: €350/690 per person (+ 19% VAT)

Venue: Düsseldorf

Target Group:

Office staff

Managers

Take-away Benefits

E-mail has become more and more important as a strategic communication tool that you can use to build and maintain strong relationships with customers, prospects and staff. At the end of this seminar you will be able to write effective e-mails that get the results you need. You will benefit from personalised, individual feedback to improve your e-mail communication and receive a practical toolkit of resources you can use immediately. Can you afford not to be an effective international communicator?

✓ **Avail of our early bird discount**

€295 per person for one day seminar or two days for €580 (requires payment 6 weeks prior to commencement).

Sample Contents

- opening and closing an e-mail
- using formal or informal style
- writing and replying to enquiries
- being polite and diplomatic
- giving and requesting information
- requesting and taking action
- making and confirming arrangements
- apologizing
- explaining, checking and clarifying information
- techniques for dealing effectively with complaints and other difficult situations

seminars4business **Effective Telephoning**

Duration of Seminar: 1-2 days	Materials: Communication Toolkit	Target Group
No. of Participants: 4-8	Price: €350/690 per person (+ 19% VAT)	Office staff
Language: English	Venue: Düsseldorf	Managers

Take-away Benefits

Communicating effectively on the telephone in English has become a requirement of everyday business life. English for telephoning is a specific communication skill which needs to be learned and practiced. Our interactive role-plays will help you to confidently and successfully handle your work-related tasks on the telephone.

You will receive personalised, individual feedback for you to improve your performance on the telephone and a practical toolkit which you will be able to use immediately.

✓Avail of our early bird discount

€295 per person for one day seminar or two days for €580 (requires payment 6 weeks prior to commencement).

Sample Contents

- Identifying yourself/getting through
- Making small talk
- Exchanging/checking information
- Explaining/clarifying details
- Taking/leaving messages
- Making/confirming/changing arrangements
- Making/dealing with complaints
- Apologizing
- Solving problems
- Controlling the call to get the results you want
- Making and reacting to proposals
- Reaching agreements
- Useful phrases

seminars4business Effective Telephone Conferences

Duration of Seminar: 1-2 days	Materials: Communication Toolkit	Target Group:
No. of Participants: 4-8	Price: €390/750 per person (+19% VAT)	Office staff
Language: English	Venue: Düsseldorf	Managers

Take-away Benefits

Employees are busier than ever and travel costs are soaring. Teleconferences can be a great way to connect virtual teams from around the world. Perhaps your company is also trying to reduce its carbon footprint. The solution? A teleconference. Communicating effectively using this medium can be very challenging as there is no face to face contact or visual clues and verbal clues gain in importance. We will help you prepare for that all-important telephone conference - you will take part in a simulated telephone conference with native speakers and receive personalised, individual feedback to maximise your performance on the telephone and a practical toolkit which you will be able to use immediately.

✓**Avail of our early bird discount €350 per person for one day seminar or two days for €690 (requires payment 6 weeks before start.**

Sample Contents

- Making introductions and small talk
- Opening the teleconference and stating objectives
- Clarifying details
- Making and reacting to proposals
- Agreeing and disagreeing
- Asking for comments
- Summarizing the results
- Ending the call and thanking participants
- Confirming decisions and action points
- Taking formal or informal minutes
- Intercultural aspects
- Effective active listening techniques

seminars4business International Presentations

Duration of Seminar: 1-2 days	Materials: Communication Toolkit	Target Group:
No. of Participants: 4-8	Price: €425/840 per person (+ 19% VAT)	Office staff
Language: English	Venue: Düsseldorf	Managers

Take-away Benefits

Presenting to an international audience is becoming a part of everyday business life. In this 1- 2 day seminar, you will develop your presentation skills and learn how to present your ideas confidently in English. You will gain the skills you need to find your own style and gain valuable insights into cultural aspects of presenting to an international audience. By the end of the seminar, you will have developed the skills you need to become an effective and confident presenter and will deliver a presentation and receive personalized, individual feedback on your performance (we video you presenting). You will also receive a practical toolkit of resources you can use immediately.

✓Avail of our early bird discount

€395 per person for one day seminar or two days for €785 (requires payment 6 weeks prior to commencement).

Sample Contents

- Introducing, structuring and linking presentations
- Developing, organizing and delivering presentation content
- Using visual aids effectively
- Handling questions
- Intercultural aspects
- Signposting (phrases to organize your presentation)
- Summarizing the main points
- Describing results
- Making recommendations
- Phrases for effective conclusions
- Verbal and non-verbal communication
- Successfully managing the presentation environment

seminars4business International Office Communication

Duration of Seminar: 1-2 days	Materials: Communication Toolkit	Target Group
No. of Participants: 4-8	Price: €350/690 per person (+ 19% VAT)	Personal Assistants
Language: English	Venue: Düsseldorf	Office Staff

Take-away Benefits

This seminar will help you to deal with office communication tasks in English. It will equip you with the language and intercultural skills necessary to be effective at using small-talk, preparing and managing meetings and telephone conferences and dealing with e-mail correspondence more effectively. This involves hands-on training, real interaction with native and non-native speakers throughout the seminar and a business case scenario on day two which allows you to practice your new skills. At the end of our seminar you will have received individual feedback on your skills, will feel more confident about using your English in the workplace and will have a useful toolkit to take away with you.

✓ Avail of our early bird discount

€295 per person for one day seminar or two days for €580 (requires payment 6 weeks prior to commencement).

Sample Contents

- Scheduling meetings and making/changes appointments via e-mail/telephone
- Organising trips/itineraries and booking accommodation, venues and facilities for conferences
- Giving directions and exchanging and checking information
- Making effective small talk
- Clarifying details and misunderstandings
- Making suggestions and proposals
- Taking notes and messages
- Using diplomatic language in e-mails/on the phone
- Keeping project partners informed and on-track with memos
- Taking and writing up the minutes of a meeting

BUSINESS COMMUNICATION

seminars₄business ©

HELPING YOU COMMUNICATE
INTERNATIONALLY

3 easy ways to register:

1. Post form below to: seminars4business, Sohnstr.58, 40237 Düsseldorf, Germany
2. Send an email to: info@seminars4business.de
3. Register online on our website: www.seminars4business.de

Seminar Cancellation Policy

A full refund less an administration fee of €100 will be given for cancellation requests received up to 20 working days before the event. Cancellations must be made in writing (letter or email) and reach this office before the 20 working days deadline. Delegates who cancel less than 20 days before the event, or who don't attend, are liable to pay the full course fee and no refunds can be given. However, if you wish to attend the next course, and you have paid your course fee in full, you will only be invoiced for 25% of that course fee. Please note that the next course must take place within 6 months of the initial application. Of course, a replacement is always welcome, provided the CEF Level is comparable.

VAT

Under German Excise regulations delegates from all countries are required to pay VAT currently @ 19% on all courses taking place within Germany.

Personal details:

First name _____

Surname _____

Company name _____

Address _____

Email _____

Telephone _____

Job title _____

Company activity _____

Course I am registering for _____

I agree to the terms and conditions of registration

Date _____

Signature _____