

<http://staffmobility.eu/staffweek/practical-english-office-staff-2nd-3>

Practical English for Office Staff - Winter in the Heart of Europe

APPLY on the website <https://ujop.cuni.cz/UJOPEN-74.html?ujopcmsid=121:erasmus-staff-week-prague>

- Are you able to cope with English but would you still like to polish your skills?
- Do you wish to become all in all more fluent in terms of using English as part of your work?
- Would you like to explore the city of Prague?

This course provides you with tools to use English more fluently and effectively at work. Participants gain skills to communicate with colleagues, students and academic staff with confidence and accuracy. The training includes office and administrative vocabulary building, practice in typical work-oriented situations such as writing emails, telephoning, presenting, negotiating and assisting students and staff. In addition, fluency will be improved through discussion and role playing real life situations.

WHO IS IT FOR?

This course is targeted for administrative staff members with intermediate, upper-intermediate and advanced competence, who wish to activate the English they already have in respect to both receptive and productive skills and obtain new day-to-day practical skills concerning vocabulary, presenting, writing emails, negotiating or office communication.

Groups: Group A - B2/C1 level (CEFR), Group B - B1 level (CEFR), Group C - A2 level (CEFR)

Minimum Level of English: A2 on the CEFR

Intended outcomes? Upon completing the course, participants will have strengthened their oral communication skills and increased their competence in the English language as well as broadened their knowledge of field-specific vocabulary.

COURSE CONTENT

- 30 hours of in-class lessons and excursions
- Coffee break refreshments
- Welcome package

Teaching methods: Small groups (10–15 students) are created for language sessions involving vocabulary-building, specific learning tasks, group work and practical office role-plays.

In-class:

- Practical English Grammar
- Office English and Business Idioms
- Presentation Skills and Talking about my job
- English for Meetings and Negotiations
- Office policy and Cultural stereotypes
- Effective academic emails

Excursions (4 of these will be selected for Mon - Thu schedule):

- Walking tour around the historical centre (Old Town and New Town) with its numerous sights and unforgettable atmosphere (included in the fee)
- Walking tour around Prague Castle and Lesser Quarter visiting; St Vitus Cathedral and other sights (included in the fee)
- Guided visit to the Old Town Hall (included in the fee)
- Guided visit to a brewery + beer tasting (included in the fee)
- Charles Bridge museum + Boat trip on the Vltava river
- Guided visit to the historical seat of Charles University; (included in the fee)

SAMPLE TIMETABLE

Monday 9:00-12:15	Tuesday 9:00-12:15	Wednesday 9:00-12:15	Thursday 9:00-12:15	Friday 9:00-12:00
• Office conversation • Office jargon • Administrative vocabulary building • Role-play	• Presentation skills • Signposting language • Linking phrases	• Formal vs Informal register • Effective emails • Typical email mistakes	• Telephone phrases • Online work phrases • Telephone and Online Etiquette	• English for Meetings • Negotiating • Clarifying • Answering difficult questions
13:15-14:45	13:15-14:45	13:15-14:45	13:15-14:45	12:00-12:30
• Walking tour in the centre of Prague	• Guided visit to the Old Town Hall	• Guided visit to the historical seat of Charles University	• Guided visit to a brewery + beer tasting	• Certificate ceremony