

Professional Training in English

Business Social Skills



OBJECTIVES

Social skills: the key to career success

This training course aims to understand the importance of social skills in English in the business environment. Studies have demonstrated the need to be effective in soft skills - social skills or talents that help improve our professional image and that go beyond 'hard skills'.

Within 'Soft Skills', we highlight the relevance of 'Small Talk'. *Small Talk*, allows us to define the relationships between friends, colleagues and new acquaintances. *Small Talk* is, knowing what to say and how to handle interpersonal relationships and interactions socially, smoothly and successfully. Improving this skill for non-native speakers when they use English language is vital. Learning and developing this, social skill is as important; some would argue more important, than the grammatically correct use of language itself.

In most English-speaking countries, *Small Talk* is normal and necessary. It is a way of informal conversation used to "break the ice" or fill the awkward silences in communication. In using a second language as a non-native speaker, the sensations of "feeling timid and embarrassed" increases and generate those awkward uncomfortable silences, which can be considered as 'rude'.

The aim of this course is to learn these Business Social Skills and know when and how to use them. Practice and develop techniques that give you more confidence in this valuable social skill in the business environment when interacting in English.

LEARNING POINTS

- Learn expressions used in social and business situations
- Learn to speak formally or informally depending on the situation
- Learn to develop fluency Small Talk about predictable topics
- Study and develop the use of opening and closing strategies
- Develop your own SWOT analysis
- Understand the role of culture in communication
- Have a Language check list
- Communication perspective: Johari Window
- Develop communication skills in social situations such as:
 - Invitations to eat
 - Manage phone calls
 - Management and accompany on a company visit
 - Make speeches, lectures and toast

ENGLISH LEVEL

Minimum: B2

For the optimal development of this course, attendees should have a good level of spoken English as well as written abilities.

Puede ser bonificada por Fundación Tripartita a través tu empresa.

METHODOLOGY

The program consists of technical training, advice, dynamic exercises with cases studies and their application in the real world. Participants work in small groups and in pairs so that through practice, understand and reinforce learning in order for it to be transferable to different situations in their everyday work.

There will be a maximum of 10 participants and practical methodology to facilitate the training. Whenever possible we seek to incorporate case scenarios of work environments to aid learning.

ADDED VALUE

Training sessions will be taught entirely in English by Denzle Mills, who and specializes in the area of training and development for non-native speakers and English language learning. See client list.

DATE: consult webpage

Time: Friday: 16:30-21: 30

Saturday: 09:00-14: 00

Total Hours: 10

COURSE FEE: 220 €

VENUE: SIMPLE WORK Centro de Negocios

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