



Business Communication One-day Refresher Course for Management

A short, intensive, fun, informative and practical training that boosts your Business English language and overall (business) communication.

This engaging one-day refresher course is specifically tailored to management and business leadership. Directly applied to work, this one-day training focuses on improving business English communication skills and communication processes with clients, staff and all other business stakeholders.

Time: 9:00 – 17:00

Group: 8 max.

Level: upper-intermediate/advanced business English

Participants: business leadership and (management) teams

Location: in-company

Refresher course:

- Business English tips and tricks: common mistakes
- Professional business English vocabulary
- Expressions for meetings and role-plays
- Presentation training and opportunity to practice your own presentation
- Cross cultural and intergenerational aspects of communicating in a dynamic and international environment
- Effective writing (emails, and other business materials)
- Training will be fully customized to the needs of the participants
- Company vision and leadership model are considered and incorporated into the specific design of the training.

Costs: € 2,995.- excl. VAT

This rate includes an elaborate intake (with every participant) and all materials provided to the participants. Excluding travel costs. Based on in-company setup with meeting room, company to provide flip chart/whiteboard (and if necessary, audiovisual equipment) and lunch/catering. Free parking at location required. A cancellation policy applies of 72 hours.

About the trainer

Amie de Jeu is American and has lived in the Netherlands for 27 years. Her Dutch is fluent. She has 27 years of experience conducting business English training and personal and professional coaching. Her style is engaging, practical, business oriented and focusses on identifying the essence. Her special areas of expertise and interest are leadership, interpersonal skills and communication issues.

The refresher day (example)

9:00 – 9:30 Game (fun way to start the day and identify points for improvement)

9:30 – 10:30 Tips and Tricks for business English, conveying the intended message and avoiding misunderstandings: ‘Dutchisms’ – e.g. common mistakes, brief grammar review

10:30 – 10:40 Break

10:40 – 11:10 Professional business vocabulary

11:10 – 12:00 Meetings: discussion topics / role-plays (including handy expressions) for participating and chairing meetings

12:00 – 12:30 Lunch

12:30 – 12:50 Brief Presentation Training: getting to the essence, tips and tricks, handy expressions

12:50 – 13:50 Presentations: opportunity to practice presentations (or role-plays)

13:45 – 14:45 Effective Emails and written language

14:45 – 15:00 Break

15:00 – 15:30 Cross Cultural aspects of communication (incl. differences between British and American English and intergenerational communication)

15:30 – 16:00 Game (to perk up a bit at the end of the day and to activate professional vocabulary)

16:00 – 16:45 Communication Transformation: discussion of communication processes and reflection on insights and skills gained during the training day that can be applied to own business situation

16:45 – 17:00 Wrap up

Follow-up possibilities

The one-day refresher course can easily be extended by semi-annual or quarterly refresher training. Language and communication skills included in the initial course can be reviewed and expanded upon. Other business communication topics can also be included in the initial and/or follow-up training sessions, such as: transforming communication processes and channels; achieving higher efficiency & productivity; building connections; conveying trust and true empowerment; active listening; positive communication; encouraging client and stakeholder orientation; creating a culture of inclusion, accountability, engagement, respect, and mutual understanding.

As the leading consultant for business English training and coaching, The Workz can also provide tailored individual coaching. In addition to training and coaching, The Workz can also provide extensive reviewing and editing of all business English emails, documents and presentations.