



Classes package recommendations.

Sales executives – 15 lessons

1. Accent modification and intelligibility – Clear sound production
2. Accent modification and intelligibility – Connected speech and intonation
3. Comprehension strategies (Part 1)
4. Comprehension strategies (Part 2)
5. Telephoning – Making and taking calls
6. Telephoning – Leaving voicemails and handling complaints
7. Cross- cultural training
8. Active listening
9. Proposals
10. Emails – complaints and apologies
11. Negotiations – functional language
12. Negotiations – negotiation tactics
13. Innovation and product design – 1
14. Innovation and product design – 2
15. Networking

Customer service representatives – 12 lessons

1. Accent modification and intelligibility – Clear sound production
2. Accent modification and intelligibility – Connected speech and intonation
3. Comprehension strategies (Part 1)
4. Comprehension strategies (Part 2)
5. Telephoning – Making and taking calls
6. Telephoning – Leaving voicemails and handling complaints
7. Cross- cultural training
8. Negotiations – functional language
9. Negotiations – negotiation tactics
10. Discussing breakdowns, faults and problems
11. Emails – emails and memos
12. Emails – Complaints and apologies

Middle and senior management – 10 lessons

1. Reports – Executive summaries
2. Reports – Personal evaluation

3. Presentations – Preparing presentations
4. Presentations – Delivering presentations
5. Meetings – chairing meetings
6. Cross -cultural training
7. Reference letters
8. Management – Difficult employees
9. Management – Negative feedback
10. Team building

General administration (receptionists/clerks) - 10 lessons

1. Reports – Planning
2. Reports – Changes and trends
3. Meetings – Participating in meetings
4. Meetings – Online meetings
5. Emails – Emails and memos
6. Emails – Complaints and apologies
7. Telephoning – Making and taking calls
8. Telephoning – Leaving voicemails and handling complaints
9. Cross-cultural training
10. Active listening

Companies/organisations have the flexibility to add lessons to a package if they find they like a lesson/lessons from other packages, but will not be allowed to reduce the number of lessons in a given set package.

Alternatively, they could design their own package choosing lessons from different packages if they want. However there is a minimum of 10 lessons in a custom made package.