

Essential International Communication

Cultural Differences - Effective Writing - Professional Telephoning

 Präsenztraining

Dauer : 2 Tage (14 Stunden)

Nr. : 17613

Inhouse-Paket : Auf Anfrage

The business world speaks and writes in English. For successful international communication you need the appropriate sensitivity when contacting other cultures. In addition, a professional use of language tools is becoming increasingly more important. This seminar deals with both these aspects.

Wer sollte teilnehmen:

Zielgruppe

All employees with international business contacts.

Voraussetzungen

Adequate command of English.

Trainingsprogramm

Intercultural communication as your personal competence:

Intercultural influences on business success - Introduction of the most important culture standards such as direct and indirect communication, handling stereotypes and prejudice, monochronic and polychronic understanding of time, importance of the relationship level in business - Tips and suggestions of how to handle intercultural differences in emails and on the phone in a professional manner

Business writing:

Standards and conventions in international writing - Politeness and diplomacy in written English - The most important "phrases" for good style - Text structures which are to the advantage of the writer and the reader - How to write clearly and concisely and with regard to intercultural differences - Tips for professional and modern emails - Special aspects: capitals, prepositions in writing, abbreviations, correct spelling etc.

Telephone English:

Special conventions in international telephone calls - How to build up a good relationship on the phone - Politeness on the phone and professional telephone language - Speaking on the phone with confidence and by optimal use of language and voice - Language tools such as: appropriate question techniques, repeating and checking information, international spelling, taking messages - Taking part in and leading telephone conferences

Schulungsmethode

Presentation, discussion, individual and group work.

The telephone English block centers around practical exercises with a telephone system and personal feedback for the participants.

Hinweis

For your personal feedback during the business writing block please bring 3 mails that you wrote yourself to the seminar.

Online Anmeldung:

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<https://www.integrata-cegos.de/17613>

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