

# The English Academy

## MANAGERIAL SOFT SKILLS WORKSHOPS

TITLES	DESCRIPTION
<p data-bbox="304 768 624 891"><b>Dealing with conflict &amp; emotional stress</b></p>	<p data-bbox="807 562 1433 846">In order to deal with emotional stress and conflict effectively it is important to recognize and understand the reason or cause of it in oneself and in others. This preliminary workshop will help participants identify sources and types of conflict within the work environment, appreciate different perspectives and learn a variety of effective techniques, strategies and styles that can be implemented for managing and improving both communication and emotional stress.</p> <p data-bbox="807 891 1433 1070"><b>Audience:</b> This introductory course is aimed at people who wish to develop their personal effectiveness and increase their confidence in building good working relationships when dealing with conflict and emotional stress in the work environment.</p> <p data-bbox="807 1144 1433 1205"><b>Requirements:</b> Knowledge of the English Language at B1 Level.</p>
<p data-bbox="339 1541 587 1664"><b>Effective Communication at Work</b></p>	<p data-bbox="807 1279 1433 1597">Effective communication at work is the key to success. This preliminary workshop gives simple indications on how to better communication and be clearly understood, how to identify problem areas and give conflict resolution, recognize body language and display the correct signals. Participants will gain awareness of how good communications skills can facilitate communication and how effective work relationships can improve productivity within the business and achieve its goals.</p> <p data-bbox="807 1637 1433 1794"><b>Audience:</b> To all those who want to make their interpersonal relationships positive, supportive, clear, and empowering whether the relationship is with their supervisor, manager, customer or coworker.</p> <p data-bbox="807 1850 1433 1910"><b>Requirements:</b> Knowledge of the English Language at B1 Level.</p>

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## Leadership

Effective leadership drives all successful organizations. Leaders who inspire, make confident decisions, build teams to work together, empower employees and handle conflict can deliver results and services faster and better.

**Audience:**

Managers and anyone aspiring to a leadership position.

**Requirements:**

Knowledge of the English Language at B1 Level.

## Negotiation Skills

This one day Negotiation Skills Workshop highlights the skills and qualities commonly used in negotiating and examines how to implement them for effective use. Participants learn how to prepare and successfully carry out a negotiation and identify the key roles and stages of the process.

**Audience:**

This course is aimed at people who wish to develop their personal effectiveness, increase their confidence and quality of their negotiation skills and learn to manage the different types of negotiation techniques.

**Requirements:**

Knowledge of the English Language at B1 Level.

## Presentation Skills

A presentation is a formal talk to one or more people that "presents" ideas or information in a clear, structured way.

This introductory course on Presentation Skills provides the basic simple rules for preparing effective presentations. The workshop will provide a knowledge base for improving presentations and becoming more confident in front of an audience.

**Audience:**

Business professionals, sales representatives, or others who desire to develop, improve and deliver effective presentations with confidence.

**Requirements:**

Knowledge of the English Language at B1 Level.

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## Speaking in Public

This workshop on Speaking in Public delivers simple and easy to practice tools to structure your material for the best impact and get your message across effectively. Through interactive and practical exercises, participants learn how to overcome their fears of speaking in public, deal with nerves and anxiety, build on confidence and gain in awareness of how attitude, voice and body language can affect the outcome of a speech.

**Audience:**

For all those who understand that effective public speaking is a key ingredient for success and want to maximize the impact of their speech.

**Requirements:**

Knowledge of the English Language at B1 Level.

## Team Working

This workshop on Team Working is designed to give the fundamental principles for working as a team, providing excellent knowledge and practice on how to communicate effectively with different types of people in order to better work relationships and enhance productivity. The course will also examine how to deal with different roles within teams, motivating, problem solving and managing conflict.

**Audience:**

Team Working is a key to building a successful global business.

This course is aimed at people who wish to develop and improve their personal effectiveness and communication skills and increase good team working relationships.

**Requirements:**

Knowledge of the English Language at B1 Level.

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## Telephone Communication

This Telephone Communication Workshop is designed to develop a clear, professional manner and build effective relationships over the telephone.

Participants improve understanding and learn how to make themselves clear, answer a call, take and leave messages, make and change arrangements efficiently. They also acquire through theory and practical exercises how to deal with complaints, accept and politely refuse and recognize how and when to use formal and informal language.

Effective telephone communication creates a positive impact on customers, saves valuable time to the company and helps maintain good client relationships.

### **Audience:**

Effective telephoning skills are an integral part of the new global business world and key to winning new business.

This course is for all those who wish to develop and improve their knowledge and use of telephone communication and deliver excellent customer service over the telephone.

### **Requirements:**

Knowledge of the English Language at B1 Level.

## Time Management

Effective time management skills drive all successful organizations.

The increased globalization of industry, coupled with rapid technological development has placed increased pressure on organizations to assist staff in managing their time more effectively. Successes within this area are translated within the organization in the form of:

- Improved productivity through improved use of time.
- Better performance in terms of on time delivery.
- Improved planning and control of your business.
- Better alignment of activities.
- Reduction of stress by reducing the incidence of crises through better planning.

In this introductory module you learn the preliminary key time management skills that can be adopted in the organization to deliver effective results.

### **Audience:**

For all those wishing to optimize and take more control of the way they spend and manage their time.

### **Requirements:**

Knowledge of the English Language at B1 Level.