

COMMUNICATION SKILLS FOR BANKERS

Course Profile:

- London-based course
- Group or private 'closed group' courses
- Maximum 6 participants per group
- 30 hours per week
- 1 - 3 weeks

The course can be taken as a single 3-week program or each module can be taken individually.

Profile of participants:

- Experienced bankers (average age: 40)
- For individuals or closed groups for client banks
- Minimum English level: Upper intermediate

Module 1: Effective meetings for bankers (1 week)

Aim: To enable participants to be both confident and effective in formal and informal meetings. Suitable for all experienced banking personnel who expect to (or already) chair or participate in meetings held in English.

By the end of the course participants will be able to:

- Confidently chair a meeting
- Successfully participate in meetings
- Make clear and effective interventions
- Use persuasive language
- Confidently interrupt and disagree
- Deal with difficult interruptions and questions
- Use a wide range of key meetings communication skills
- Negotiate the cultural aspects of international meetings
- Rapidly put these benefits into use at work

Module 2: Negotiating for bankers (1 week)

Aim: To enable participants to negotiate confidently and effectively in English. Suitable for all experienced banking personnel who are (or will be) involved in internal or external negotiations in English.

By the end of the course delegates will be able to:

- Confirm and clarify opening positions
- Identify common ground
- Offer, accept and reject conditions and concessions
- Use questions as negotiating tactics
- Avoid conflict through language softening
- Use persuasive language effectively
- Use a wide range of key negotiation communication skills
- Close negotiations skillfully
- Rapidly put these benefits into use at work

Module 3: Successful presentations for bankers (1 week)

Aim: To enable participants to give effective formal or informal presentations in English. Suitable for all experienced banking personnel who give (or expect to give) presentations in English.

By the end of the course participants will be able to:

- Structure a presentation for maximum impact
- Use effective opening and closing strategies
- Use visuals effectively
- Use their voice to win audience rapport
- Use persuasive power words for maximum impact

- Clearly describe change and trends
- Avoid multi-cultural misunderstandings
- Deal with difficult questions
- Rapidly put these benefits into use at work

Each module also includes work on the effective use of the telephone as a key business tool, on building successful client relationships when socialising in English and on avoiding misunderstandings when working across cultures.

Brochures, price lists, starting dates and enrolment details are available from The Language House

For more information about course prices, dates and accommodation,
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