



Teacher Training 2020
1 week/5 Training Day
English and International Communication Skills for Staff in
International Office

Session Dates : 09-13 March 2020

Target Audience

Staff working in education organization International Offices and hold similar administrative roles in an international context

Course Summary

This hands-on, one-week, small group course is designed for employees, professionals and executives working in an international academic environment. The goal is to improve the required English language and communication skills to build up and maintain contact with international students, guests from abroad and / or partner organizations.

Preparation

After registration, participants on this course programme will receive:

- a pre-course questionnaire which will enable trainers to learn about the participants' teaching backgrounds
- information about the Europass Mobility Certificate
- a recommended reading list to prepare participants for various aspects of the course
- information about Malta to prepare teachers for their cultural experience.

Objectives

The course focuses on improving the following core competences:

- Improvement of fluency and self-confidence in discussions and the discourse of relevant academic topics, extension of vocabulary and security in the application of grammatical rules
- Improvement of the vocabulary in the working context of the International Office
- Professional communication skills in English - building communicative key competences
- Intercultural Competences - Improving the understanding of the challenges of an international intercultural working environment with a focus on communicating with international students, partner organizations and academic colleagues
- Interpersonal skills - Improving key interpersonal communication skills in English in an international academic work environment: developing effective working relationships and building trust, strategies for influencing key stakeholders in the work environment, identifying and managing conflicts, making decisions, providing feedback, Course Level: B1/B2

Follow Up

The course will end with an evaluation session where participants will be asked to reflect upon the value of the knowledge gained on the course and its usefulness to them

They will also be encouraged to develop their own Personal Development Action Plan at the end of the course

A Sample Course Programme

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
09.00—10.15	<p>Introductions</p> <p>Participant expectations</p> <p>Course objectives</p>	<p>Daily feedback</p> <p>Cultural awareness</p> <p>Understanding your own culture</p>	<p>Discussion:</p> <p>Learnings from presentation</p>	<p>Daily feedback</p> <p>Networking & small talk</p> <p>Language for starting & ending conversations, Active listening</p>	<p>Daily feedback</p> <p>Understanding native spoken English (rhythm & sentence stress, strong & weak forms)</p> <p>Course evaluation</p>
10.30—12.00	<p>Language: Vocabulary</p> <p>Introducing the IO</p> <p>Office competencies and tasks</p>	<p>Discussion:</p> <p>Challenges of working across cultures</p>	<p>Discussion:</p> <p>Learnings from presentation</p>	<p>Communication :</p> <p>Role plays small talk</p>	<p>Communication: Role plays -continuing the conversation</p>
12.45—14.00	<p>Communication:</p> <p>Understanding your customers</p> <p>Their issues</p> <p>Language for troubleshooting</p>	<p>Communication:</p> <p>Adapting to life in a foreign country : how the university helps</p>	<p>Communication:</p> <p>Benefits of email versus phone.</p> <p>Elements of effective emails</p> <p>Email clinic</p>	<p>Communication:</p> <p>Email writing practice</p> <p>Role plays</p>	<p>Language watch out-false friends</p>
14.00—15.00	<p>Communication:</p> <p>Role plays</p> <p>Troubleshooting issues and responses</p>	<p>Communication :</p> <p>Developing a cultural guide to life in your country</p>	<p>Language Clinic</p>	<p>Communication</p> <p>Using the phone with confidence.</p> <p>Role plays</p>	<p>Wrap up:</p> <p>On-going development</p> <p>Personal Action Plan</p>



Prices

Course Fee	€490.00
Programme Fee	€100.00

Programme Package Fees Includes :

Course Fee , Tuition /Training 25 Hours (1 week) over 5 days

Registration and Administration Fees

Social Programme including Half Day Guided Tours (to Malta's Capital City Valletta + to the old Medieval City of Mdina)

Airport Transfers : Shuttle Airport Transfers Arrival + Departure –Malta Int.Airport to /from Accommodation (when booked through ETI)

Mobility Euro Pass Certificate

End-of-Course Certificate

All programmes have a Saturday or Sunday arrival with a Monday course start day

Contact :

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