

# BUSINESS ENGLISH AS A SECOND LANGUAGE

This course hones professional skills, including resume writing, job interviews, communication (email, meetings, presentations, and reports), customer service, negotiation, and workplace dynamics. Enhance your employability, career growth, and overall professional capabilities.

## EDUCATIONAL GOALS :

- Develop strong resume and cover letter writing skills for effective job applications
- Acquire proficiency in communication through written and verbal channels
- Gain a deeper understanding of workplace dynamics, customer service, negotiation, and various job-related situations.



Level Beginner



All



3h



No requirement



Audio description and subtitles unavailable

## Necessary material

Computer or tab with an Internet connection.  
Web connexion

## Acquired assessment methods

Self-assessment in the form of questionnaires  
Exercises in the form of practical workshops  
Positioning questionnaire  
Hot evaluation

## Educational and technical means

Online access to the course  
Theoretical courses in video format  
Training accessible via a computer or tablet



COACH :  
Several years as teacher in this field.



ACCESSIBILITY :  
Remote training accessible to people with reduced mobility.  
For any disability accessibility questions, contact us.

## PROGRAMME

1. Resumes and Cover Letters
2. What is a Resume
3. Job Interviews
4. Emails
5. Meetings
6. Presentations
7. Business Reports
8. Customer Service- First Impressions
9. Telephone Customer Service
10. Negotiation
11. Dealing With the Every Day People In Your Workplace
12. Business Trips
13. Work Stations
14. Managing Up
15. Quitting Your Job
16. Annual Review Process
17. Being Late For Work
18. Types of Businesses



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