



MasterClass - Real Time Practice

Real Time Practice is based on spontaneous email and telephone role-play in authentic situations regularly encountered in everyday business. The course recognises the importance of using accurate, concise and effective language to achieve business objectives.

Course Objectives

Real Time Practice provides delegates with:

- an appropriate linguistic framework for effective and successful email and telephone usage
- an improved range of appropriate and practical language for email and telephone usage
- increased confidence, to allow for focus on the main aim of the message or call
- the chance to concentrate specifically on the appropriate language in a spontaneous context
- the opportunity to build on existing skills and identify areas for improvement
- role-play practice either for everyday situations, or in preparation for a specific task



Course Content

Real Time Practice courses are tailored to the needs of the delegate, but areas covered could include:

Telephone use:

- leaving messages
- gathering information
- describing a product or service
- negotiating price
- avoiding misunderstandings
- understanding different accents
- participating in conference calls



Email use:

- providing and requesting information
- summarising discussions and meetings
- providing quotes
- email etiquette
- formal versus informal language



Courses are available in a range of languages and include 10 sessions of real-time practice activities. Real Time Practice courses can also be combined with any other Language Services Direct language or business communication course.



For further details about course content, format and prices please contact us on Telephone: +44 (0)20 7357 6657 or email: info@languageservicesdirect.co.uk

