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COURSE BROCHURE

# Advanced Business English and Communication Skills Training Course

15 – 26 March 2027
Amsterdam

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Registered in the United Kingdom and Saudi Arabia

# Advanced Business English and Communication Skills Training Course

**Ref:** 358_12536 **Date:** 15 – 26 March 2027 **Location:** Amsterdam **Fees:** 9500 GBP

Advanced Business English and Communication Skills is a 2-week training course for professionals who use English as a working language, in which each participant compiles a Business Writing and Presentation Portfolio of edited reports, emails and minutes together with a recorded presentation. Multinational clients, mixed-language teams and written approval chains mean that unclear English now delays contracts and decisions. Jupiter Prime Training delivers this course for working professionals.

## Why Business English and Communication Skills Matter Now

Three groups raise the bar for workplace English today. International clients and suppliers judge a firm partly by the precision of its proposals and correspondence. Colleagues from many language backgrounds meet in English, so idiom, ambiguity and abrupt tone cause misunderstanding. And managers read summaries on mobile screens, expecting short sentences and clear requests. Professionals who write and speak with control of register, grammar and business vocabulary win trust in negotiations and save rework; those who do not see emails escalated and reports rewritten. The course follows plain English principles, recognised language proficiency descriptors and the conventions of international business correspondence.

## Who Gains Most from Business English and Communication Skills

- Professionals who draft reports, proposals and correspondence in English
- Specialists who join meetings and calls run entirely in English
- Coordinators who take minutes and circulate action points to international teams
- Client-facing staff who negotiate terms and handle complaints in English
- Team members preparing to present findings to English-speaking management

A function with many non-native English speakers gains most when several colleagues attend together and return with a shared house style for emails, reports and meeting records.

## Business English and Communication Skills Capabilities

The outcomes move from accurate sentences to complete business documents and spoken exchanges that hold up in front of clients and senior readers.

- Apply advanced grammar and punctuation to remove ambiguity from business documents — clients and approving managers
- Calibrate register and tone across formal, neutral and friendly correspondence — customers, suppliers and colleagues
- Build reports and proposals with clear headings, summaries and requests — decision makers and reviewers
- Communicate in meetings using phrases for agreeing, interrupting and clarifying — chairs and cross-border teams
- Test negotiation language for proposing, conceding and closing — commercial counterparts
- Design a recorded presentation with signposting and controlled pronunciation — internal and client audiences

## Key Business English and Communication Skills Terms

- Register — the level of formality chosen for a text or conversation, from formal through neutral to informal.
- Plain English — a writing style using everyday words, short sentences and active verbs so the reader grasps meaning at first reading.
- Signposting language — phrases that tell listeners or readers where an argument is going, such as moving on or to summarise.
- Collocation — words that naturally occur together in English, such as submit a proposal or meet a deadline.
- Hedging — language that softens a claim or request, such as it appears that or we would suggest.
- Minutes — the written record of a meeting listing attendees, decisions taken and actions with owners.

## Business English and Communication Skills Day by Day

## Day 1: English at Work Today and Personal Baseline

- Diagnostic Writing and Speaking Task — Baseline for Each Participant
- International English Usage — Global Teams and Varieties of English
- Error Pattern Analysis — Recurring Grammar and Vocabulary Gaps
- Proficiency Descriptors — Setting Realistic Personal Targets
- Learning Log Set-Up — Tracking New Vocabulary and Corrections

## Day 2: Accuracy in Grammar and Sentence Structure

- Tense Choice in Business Contexts — Reporting Progress and Plans
- Articles, Prepositions and Countability — Common Error Clinics
- Sentence Length Control — Splitting Long, Tangled Sentences
- Active and Passive Voice — Choosing Responsibility and Emphasis
- Punctuation for Clarity — Commas, Colons and Bullet Lists

## Day 3: Business Vocabulary and Register

- Collocation Banks — Natural Word Partnerships in Finance and Operations
- Formal and Neutral Register — Matching Tone to Reader
- Phrasal Verbs Versus Formal Equivalents — Choosing for Audience
- Industry Terminology Glossaries — Banking, Energy and Healthcare Examples
- Hedging and Diplomatic Language — Softening Without Losing Meaning

## Day 4: Professional Email and Correspondence

- Email Structure — Subject, Purpose, Detail and Request
- Requesting and Following Up — Polite but Firm Wording
- Complaint and Apology Letters — Protecting the Relationship
- Cross-Cultural Email Etiquette — Greetings, Directness and Closings
- Inbox Templates — Reusable Paragraphs for Frequent Messages

## Day 5: Reports, Proposals and Summaries

- Report Architecture — Executive Summary, Findings and Recommendations
- Proposal Language — Benefits, Scope and Assumptions
- Data Description Phrases — Trends, Comparisons and Variances
- Plain English Editing — Cutting Jargon and Redundancy
- Peer Editing Protocol — Giving and Receiving Text Corrections

## Day 6: Meetings, Calls and Minutes

- Chairing Phrases — Opening, Steering and Closing Discussions
- Participation Language — Agreeing, Disagreeing and Interrupting Politely
- Clarification Strategies — Checking Understanding on Calls
- Minute-Taking Formats — Decisions, Actions and Owners
- Virtual Meeting English — Audio Delays and Turn-Taking

## Day 7: Negotiation and Persuasive English

- Negotiation Phases Vocabulary — Opening, Bargaining and Closing
- Conditional Structures for Offers — If We Agree, Would You
- Conceding and Holding Firm — Phrases That Protect Position
- Summarising Agreements in Writing — Avoiding Later Disputes
- Telephone Negotiation Role Plays — Supplier and Customer Scenarios

## Day 8: Presenting in English

- Presentation Signposting — Introducing, Linking and Concluding
- Pronunciation Focus — Word Stress, Sentence Stress and Intonation
- Describing Charts Aloud — Precision With Figures and Trends
- Handling Questions in English — Buying Time and Reformulating
- Slide Text Editing — Short Phrases Instead of Paragraphs

## Day 9: Intercultural Communication in English

- High- and Low-Context Communication — Reading Unstated Meaning
- Politeness Strategies — Directness Across Cultures
- Idiom Awareness — Expressions That Confuse International Listeners
- Feedback Language — Praise and Criticism in Diverse Teams
- Small Talk and Networking Phrases — Building Business Rapport

## Day 10: Practising the Business Writing and Presentation Portfolio

- Report Rewrite Clinic — Applying Plain English and Structure
- Email Thread Simulation — Applying Register and Correspondence Templates
- Negotiation Round — Applying Conditional Offers and Summaries
- Recorded Presentation — Applying Signposting and Pronunciation
- Business Writing and Presentation Portfolio — Final Edited Collection

## Applying Business English and Communication Skills After the Course

- Apply the plain English editing checklist to the next three reports or proposals and compare reader questions before and after
- Take and circulate structured minutes for a recurring meeting and record one short presentation for self-review against the pronunciation targets

## Business English and Communication Skills Questions FAQ

### What are business English and communication skills and why do they matter now?

They are the grammar, vocabulary, register and spoken techniques professionals need to write and speak clearly in English at work. They matter now because clients, partners and colleagues increasingly meet across languages, and unclear English slows decisions and damages trust.

### Which roles gain most from business English and communication skills?

Professionals who write reports, proposals and emails in English, join international meetings or negotiate with English-speaking counterparts gain most. Coordinators who take minutes and client-facing staff also benefit.

### How does an advanced business English and communication skills course differ from a general English course?

A general English course builds everyday language across many topics. This advanced course concentrates on workplace documents, meetings, negotiations and presentations, correcting your own business writing and speech rather than practising conversation for its own sake.

## What do you bring back from a business English and communication skills course?

You bring back an edited portfolio of reports, emails and minutes, reusable correspondence templates, a personal error log and a recorded presentation that shows your progress in clarity and pronunciation.

## Business English and Communication Skills: The Way Forward

The Business Writing and Presentation Portfolio first informs how the participant drafts the next client proposal or management report. Line managers and colleagues use its templates and edited samples as a shared reference for house style. After its first month of use, the personal error log and vocabulary banks are worth revisiting, since new projects bring new terminology and recurring slips.