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COURSE BROCHURE

Advanced Professional English for HR Practitioners Training Course

26 July – 6 August 2027
Milan

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Ref: 922_34889 **Date:** 26 July – 6 August 2027 **Location:** Milan **Fees:** 11100 GBP

Professional English for HR Practitioners is a 2-week training course for HR officers, HR business partners and people specialists who write, speak and negotiate in English as a second working language, and who leave with an HR Communication Portfolio of tested templates and scripts. Policies, offer letters, investigation notes and employee briefings now travel across multilingual workforces, so precise English protects trust and fairness. The course is delivered by Jupiter Prime Training.

Why Professional English for HR Practitioners Matters Now

Three forces shape how HR teams use English today. Workforces are more multinational, so one policy text must read clearly to employees with very different language backgrounds. Line managers expect HR to brief them quickly in meetings and short messages, not long memos. And employee relations cases depend on records whose wording may later be read by a panel or tribunal. An HR function that writes with precision earns credibility with leaders and staff; one that writes vaguely invites disputes, rework and lost confidence. The course draws on plain-language principles, register theory and the human capital reporting guidelines of ISO 30414 for the vocabulary of workforce metrics.

Who Gains Most from Professional English for HR Practitioners

- Specialists who draft policies, handbooks and contract letters for staff across several language groups
- Business partners who brief line managers and present people metrics to leadership teams
- Employee relations staff who run grievance, disciplinary and investigation meetings and write their records
- Recruitment and onboarding staff who interview candidates and write offers and welcome messages
- Reward and HR analytics staff who explain pay, benefits and workforce figures in plain English

An HR team that sends several practitioners together gains most, because it can agree one house style, one glossary and shared templates across its letters and briefings.

Professional English for HR Practitioners Capabilities

Participants practise the precise wording that HR casework, policy drafting and people reporting demand, moving between formal and conversational register with confidence.

- Draft policy clauses and employee letters in plain, unambiguous English — employees and legal reviewers
- Adjust tone and register for sensitive messages such as warnings and redundancies — affected employees
- Chair and minute HR meetings with neutral, accurate language — investigation panels and managers
- Present workforce metrics and HR proposals in concise spoken English — leadership teams
- Apply negotiation phrases to offers, pay discussions and union consultations — candidates and employee representatives
- Build a personal glossary and template set for recurring HR correspondence — the wider HR function

Key Professional English for HR Practitioners Terms

- Register — the level of formality chosen for a message, from the formal tone of a contract letter to the neutral tone of a team update.
- Plain language — writing that a reader can find, understand and act on the first time, using short sentences and familiar words.
- Hedging — careful wording such as may, appears or on balance that avoids stating unproven facts in HR records.
- Neutral minute — a meeting record that states what was said and agreed without judgement or loaded adjectives.
- Employee value proposition — the summary of what an organisation offers staff in return for their skills and effort, used in offers and adverts.
- Human capital metrics — measures such as turnover, absence and time to hire that HR reports to leaders and stakeholders.

Professional English for HR Practitioners Day by Day

Day 1: English as the Working Language of HR

- Language Needs Audit of HR Tasks — Setting Personal Priorities for Two Weeks
- Register Scale From Contract to Chat — Choosing Formality for Each Audience
- Core HR Vocabulary Map — Separating Everyday and Legal Meanings
- Common Second-Language Errors in HR Texts — Protecting Credibility With Employees
- Personal HR Glossary Set-Up — Building the Reference Used All Course

Day 2: Plain Language for Policies and Handbooks

- Plain Language Principles — Making Policy Text Readable First Time
- Defined Terms and Modal Verbs in Policies — Removing Ambiguity Over Obligations
- Restructuring a Leave or Travel Policy — Testing Clarity With Mixed Readers
- Handbook Section Headings and Summaries — Helping Staff Find Answers Quickly
- Readability Checks on Draft Clauses — Deciding When Text Is Ready

Day 3: Letters Across the Employee Life Cycle

- Offer and Contract Letters — Stating Terms Without Misunderstanding
- Probation and Confirmation Letters — Balancing Encouragement With Clear Expectations
- Transfer and Promotion Notices — Explaining Changes in Role and Reporting
- Reference and Experience Letters — Recording Facts Without Implied Judgement
- Exit and Resignation Acknowledgements — Closing Employment Respectfully and Accurately

Day 4: Tone for Sensitive Messages

- Bad News Message Structure — Delivering Decisions on Pay or Roles
- Empathy Phrases Without False Promises — Supporting Staff Through Restructuring
- Warning Letter Wording — Keeping Disciplinary Language Firm and Fair
- Hedging and Fact Statements — Avoiding Unproven Claims in Records
- Cross-Cultural Politeness Strategies — Reducing Offence in Multilingual Teams

Day 5: Email and Short Messages for HR

- Subject Lines and Action Requests — Getting Managers to Respond on Time
- Email Thread Etiquette in Casework — Protecting Confidentiality and Audit Trails
- Instant Message Register for HR Queries — Staying Professional in Brief Replies
- Announcement Emails for Policy Changes — Explaining What Changes and Why
- Escalation Emails to Senior Leaders — Framing Risks and Requested Decisions

Day 6: Meetings, Interviews and Neutral Minutes

- Competency Interview Questioning in English — Probing Evidence Without Leading Candidates
- Chairing Grievance and Disciplinary Hearings — Managing Turn-Taking and Fairness
- Active Listening and Clarifying Phrases — Checking Meaning Before Recording It
- Neutral Minute Writing — Producing Records a Panel Can Rely On
- Investigation Report Language — Separating Allegation, Evidence and Finding

Day 7: Reporting People Metrics in English

- ISO 30414 Metric Vocabulary — Naming Workforce Measures Consistently
- Describing Trends in Turnover and Absence — Choosing Precise Verbs of Change
- HR Report Structure and Executive Summary — Leading With the Decision Needed
- Chart Commentary and Caveats — Explaining Limits of Workforce Figures
- Board Paper Style for HR Proposals — Matching Leadership Expectations

Day 8: Presenting and Briefing Leaders

- Three-Minute Manager Briefing Structure — Explaining a Policy Change Clearly
- Signposting Language in Presentations — Guiding Audiences Through HR Proposals
- Handling Challenging Questions From Leaders — Responding Without Overcommitting
- Voice, Pace and Stress for Clarity — Being Understood by Mixed Audiences
- Town Hall Script for Organisational Change — Answering Staff Concerns Openly

Day 9: Negotiation Language in HR

- Salary Offer Negotiation Phrases — Reaching Agreement With Preferred Candidates
- Conditional Language and Concessions — Trading Benefits Without Losing Position
- Employee Representative Consultation Talk — Keeping Dialogue Constructive Under Pressure
- Settlement and Exit Discussion Wording — Protecting Both Parties in Agreements
- Summarising Agreed Points in Writing — Preventing Later Disputes Over Terms

Day 10: Practising the HR Communication Portfolio

- Policy Clause Rewrite Clinic — Applying Plain Language Checks From Day 2
- Sensitive Letter Peer Review — Testing Tone Choices From Day 4
- Mock Hearing With Neutral Minutes — Practising Meeting Skills From Day 6
- Leadership Briefing Rehearsal — Combining Metrics and Presentation Language
- HR Communication Portfolio Completion — Finalising Templates, Scripts and Glossary

Applying Professional English for HR Practitioners After the Course

- Rewrite one high-traffic HR policy using the plain language checks and share the before and after versions with the HR team.
- Introduce a neutral minute template for the next grievance or disciplinary hearing and agree it with employee relations colleagues.

Professional English for HR Practitioners Questions FAQ

What is Professional English for HR Practitioners and why does it matter now?

It is the precise written and spoken English that HR work needs, from policy clauses to hearing minutes. It matters now because workforces are multilingual and HR records are read closely, so unclear wording quickly becomes a dispute or a loss of trust.

Which roles gain most from Professional English for HR Practitioners?

HR officers, business partners, employee relations, recruitment and reward staff gain most. You benefit if you already work in English but want your letters, briefings and negotiations to sound accurate, fair and confident with managers and employees.

How does Professional English for HR Practitioners differ from a general business English course?

It focuses on HR texts and conversations rather than general commercial English. You practise policy drafting, warning letters, hearing minutes, metric reporting and pay negotiation, using HR vocabulary instead of sales, finance or marketing scenarios.

What do you bring back from Professional English for HR Practitioners?

You bring back a personal set of tested HR templates, scripts and a glossary. These include letter models, meeting phrases, a briefing structure and negotiation language you can reuse immediately in daily casework and reporting.

Professional English for HR Practitioners: The Way Forward

The HR Communication Portfolio gathers letter templates, meeting scripts, a briefing structure and a personal glossary. Its first use is often the next policy update or sensitive letter, where HR colleagues and line managers rely on its wording. After that first use, revisit the tone choices and glossary entries, refining them with feedback from employees and reviewers.