course syllabus

managing people

01 How to **be assertive** ○
02 How to **train someone** ○
03 How to **evaluate someone** ○
04 How to **interview someone** ○
05 How to **be supportive** ○
06 How to **motivate someone** ○
07 How to **be an intermediary** ○

managing projects

08 How to **plan a project** ○
09 How to **discuss resources** ○
10 How to **discuss budgets** ○
11 How to **discuss problems** ○
12 How to **update** ○
13 How to **give feedback on a project** ○

meetings and presentations

14 How to **link ideas in a presentation** ○
15 How to **highlight key info** ○
16 How to **respond to questions** ○
17 How to **improvise in a meeting** ○
18 How to **lead a meeting** ○
19 How to **brainstorm ideas** ○
20 How to **reach a conclusion** ○
21 How to **follow up a meeting** ○

socializing

22 How to **make small talk** ○
23 How to **tell a story** ○
24 How to **host a formal event** ○
25 How to **gossip** ○
26 How to **make a speech** ○
27 How to **show someone round** ○

telephoning and email

28 How to **get through to the right person** ○
29 How to **make conference calls** ○
30 How to **give technical instructions** ○
31 How to **be concise in an email** ○
32 How to **be formal in an email** ○
33 How to **be clear in an email** ○
34 How to **check instructions** ○

working internationally

35 How to **make arrangements** ○
36 How to **present yourself in an interview** ○
37 How to **negotiate** ○
38 How to **talk about best practice** ○
39 How to **report back on a trip** ○
40 How to **write a report** ○

challenges

41 How to **use phrasal verbs** ○
42 How to **understand fast speech** ○
43 How to **improve your pronunciation** ○
44 How to **understand different Englishes** ○