

Corporate Language Training A1

You can understand questions and instructions when they are worded in a simple way and spoken slowly and clearly. You are able to understand numbers/references to prices/times. You can read simple messages and understand a questionnaire so as you are able to complete the most important personal details. You can welcome customers/colleagues and you can ask and answer simple questions about your own person/area of work. You can write simple notes.

You are ready to take the TELC A1 exam and to proceed to Corporate Language Training A2.

Corporate Language Training A2

You can understand basic information concerning persons/area of work and get the gist of short, simple and clearly spoken announcements and messages. Are able to take simple calls and put callers through. You can ask for simple information concerning your own area of work using familiar language and you can react to such information. You can use simple greetings/forms of address/formulas to thank or ask for things. You are able to introduce yourself in a text

You are ready to take the TELC A2/ Cambridge KET exam and to proceed to: Corporate Language Training B1/1 and Business English Telephoning.

Corporate Language Training B1/1

You can understand the main aspects of meetings. You can understand standard business letters and skim announcements and other texts to find out information. You are able to manage typical situations during business trips, e.g. get information concerning timetables/making reservations/ordering a taxi. You can ask questions concerning work processes/arrangements/decisions for clarifying purposes. You can pass on/ask for brief factual information by fax/email. You can write a CV in table form. You can write a text about your own area and make the main points clear.

You are ready to proceed to: Corporate Language Training B1/2 and Business English Telephoning, Business English Meetings.

Corporate Language Training B1/2

You can understand the main aspects of longer talks/meetings. You can understand standard business/official letters and skim announcements and other texts to find out important information. You are able to manage typical situations during business trips, e.g. get information concerning timetables/making reservations/ordering a taxi. You can ask questions concerning work processes/arrangements/decisions for clarifying purposes and give reasons for your opinions/actions/decisions. You can pass on/ask for brief factual information by fax/e-mail. You have no problems with writing a CV in table form. You can write a text about your own specialist area and make the main points clear.

You are ready to take the TELC B1/Cambridge PET exam and to proceed to: Corporate Language Training B2/1 and Business English Telephoning, Business English Meetings.

Corporate Language Training B2/1

You can understand the aspects of presentations/ discussions/information concerning own area of work. You can read correspondence regarding own area and grasp the main points. You are able to make use of appropriate dictionaries and other books of reference. You can explain your own point of view in discussions with the help of explanations/comments and you can help to resolve a discussion. You can make suggestions in decision-making processes. You can check if the matter was understood correctly and you can help to clarify issues. You can describe and explain workflow/processes/tests and projects in detail. You are able to give oral summaries of information on business issues, e.g. the main content of contracts/negotiations/presentations. You are able to produce standard business/official letters. You can write detailed texts on topics from your own specialist area.

You are ready to proceed to: Corporate Language Training B2/2 and Business English Telephoning, Business English Meetings, Business English Presentations, Business English Negotiations and Business English Intensive Course.

Corporate Language Training B2/2

You can understand the essential aspects of presentations/discussions/information concerning own area of work. You can read correspondence regarding own specialist area and grasp the main points. You are able to make use of appropriate dictionaries and other books of reference. You can explain and justify your own point of view in discussions with the help of explanations/arguments/comments and you can help to resolve a controversial discussion. You can make and assess suggestions in decision-making processes, formulate hypotheses and react to these. You can check if the matter was understood correctly in case of misunderstandings or uncertainties and you can help to clarify issues. You can describe and explain workflow/processes/tests and projects clearly and in detail. You are able to give concise oral summaries of more extensive pieces of information on business issues, e.g. the main content of contracts/negotiations/presentations. You are able to produce standard

business/official letters. You can write detailed texts with a clear train of thought on topics from your own specialist area.

You are ready to take the TELC B2/Cambridge FCE exam: Corporate Language Training Business English Telephoning, Business English Meetings, Business English Presentations, Business English Negotiations and Business English Intensive Course.

Corporate Language Training – Business English Telephoning

You can take/screen/put calls through/ask to be put through. You can politely ask callers to call back later and have someone call you back. You can also take/leave messages with people/answering machine. You can communicate information concerning your own area of work/department/company/products over the phone. You can make arrangements concerning meeting point/date/time. You can get information concerning timetables/making reservations/ordering a taxi over the telephone. You can use a variety of normal telephone phrases correctly. You have the grammatical ability of an A2 level.

You are ready to proceed to: Business English Meetings.

Corporate Language Training – Business English Meetings

You can accept/decline invitations to meetings and understanding complex meeting agenda memos. You can introduce yourself to other employees participating in meeting/make small talk as part of getting to know other meeting participants. You can give complex information about your own work/department/company/products. You can sum up the content of the meeting/understand all aspects of longer meetings referring to all areas of your own area of work. You can ask targeted questions for clarification of unclear issues/give your own point of view in meetings/clarify misunderstandings and dealing with objections arising in meetings finding convincing arguments. You can check that other meeting participants understand key points/argue and express your ideas/argue at different levels of formality, appropriate to the situation/identify obstacles to consensus between meeting participants. You also have the grammatical ability of a B1 level.

You are ready to proceed to: Business English Negotiations.

Corporate Language Training – Business English Negotiations

You can direct and chair negotiations involving complex information. You can employ an awareness of cultural differences/body language/other unspoken elements of negotiation and use positive/diplomatic language to maintain goodwill/express disagreement positively. You can prepare effective arguments/negotiating strategies by considering all parties' objectives/interests. You can build rapport between negotiating parties by using communication strategies and discuss parties' objectives/interests. You can set an agenda for negotiation that completely addresses all relevant issues. You can put forward strategic proposals/respond to proposals/put forward counter-proposals. You can recognise verbal signals that an opposing party may be willing to make concessions about a particular issue/ link offers to conditions and use hypothetical questions as bargaining elements. You can employ a variety of strategies to avoid/disarm direct conflict during negotiations/handle unexpected situations arising during negotiations. You can understand and clearly express the terms of any agreements reached/check that all parties understand and agree to the terms of settlement. You can follow up on agreement by proposing future action and end a negotiation. You also have the grammatical ability of a B2 level.

You are ready to proceed to: Business English Presentations.

Corporate Language Training – Business English Presentations

You can understand all aspects of complex presentations in terms of content/language concerning own area of work. You can introduce someone who is giving a presentation. You can give concise oral summaries of extensive pieces of information on the main content of presentations. You can ask complex/multi-part/challenging questions to presenters, following up on material presented/questions posed by other audience members. You can give lengthy/specific targeted presentations referring to own or other areas of business, with/without use of graphic material. You can give brief impromptu presentations referring to own area of business in some detail. You can adjust the pace of the presentation if necessary. You can handle spontaneous/ challenging questions/solve problems arising during presentations. You can check for audience comprehension/review key points if necessary. You also have the grammatical ability of a B2 level or above.

For additional information on the levels of competence described in the Common European Framework of Reference for Language Learning and Teaching see:

www.language-certificates.com
www.coe.int/portfolio
www.clt-net.de