

# Course : Develop your professional English skills (A2 level)

## Developing work skills

*Practical course - 2d - 14h00 - Ref. EGP*

*Price : 930 € E.T.*

Improve your fluency in professional English. Through real-life situations, you'll enrich your vocabulary, learn to describe your skills and give precise instructions. You'll develop your ability to interact effectively in a professional environment, to structure an effective presentation and to propose appropriate solutions when faced with difficulties. A program to boost your confidence and impact, in English.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Present their qualifications and career path with greater ease
- ✓ Describe the skills and qualities required for their job or a target position
- ✓ Clearly express a problem or concern in a professional context
- ✓ Communicate effectively with a supplier, including formulating a complaint
- ✓ Contribute actively to a meeting by expressing an opinion and seeking agreement, using appropriate language.

## Intended audience

Executives, managers, project leaders and staff in contact with international customers.

## Prerequisites

Avoir un niveau en anglais équivalent au niveau A2 du CECRL.

Le participant doit pouvoir :

- comprendre des phrases isolées et des expressions fréquemment utilisées
- communiquer lors de tâches simples et habituelles
- décrire avec des moyens simples sa formation, son environnement immédiat et évoquer des sujets qui correspondent à des besoins immédiats.

Un test de vérification de ce prérequis sera réalisé auprès de notre partenaire le British Council après inscription. Celle-ci ne sera définitive qu'après validation de ce test.

## PARTICIPANTS

Executives, managers, project leaders and staff in contact with international customers.

## PREREQUISITES

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## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## Practical details

### Hands-on work

Exercices interactifs pour développer l'aisance à l'oral, étude des termes et expressions clés utilisés en milieu professionnel, simulation de présentations et d'échanges professionnels.

## Course schedule

### 1 Present your professional qualifications

- Describing skills in a work environment
- Express obligations and imperatives in the workplace
- Use adjectives to describe professions and career paths
- Improve pronunciation by identifying strong and weak words in a sentence
- Use key phrases to talk about your qualifications
- Ask and answer professional questions correctly
- Link sentences naturally to improve fluency

#### Hands-on work

Réalisation d'une mini-présentation de son parcours actuel ou de son projet professionnel, suivie de questions/réponses. En groupes, présentation des qualifications liées à différents métiers. Classement d'une liste de compétences professionnelles et justification de leur choix.

### 2 Expressing difficulties at work

- Describe a problem encountered in your professional environment
- Use adverbs of frequency to specify the recurrence of a problem
- Use appropriate expressions to express a concern
- Use weak forms to make your speech more natural

#### Hands-on work

In pairs, participants act out a scene in which an employee explains a problem to his manager, integrating appropriate vocabulary and expressions.

### 3 Making a complaint to a supplier

- Present a complaint clearly and professionally
- Explain a problem and apologize politely
- Use the vocabulary of delivery services and supplier relations
- Use intonation to express sincerity and politeness

#### Hands-on work

In small groups, participants act out an exchange between a customer and a supplier, one making a complaint, the other offering an apology and a solution.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

#### 4 Reaching agreement at a meeting

- Participate actively in a meeting in English
- Giving one's opinion, asking for others' opinions and expressing agreement
- Using key phrases to structure a professional exchange
- Emphasize your words with the right accentuation

##### **Hands-on work**

In sub-groups, participants simulate a meeting to decide which training course to choose for a fictitious company, using the vocabulary and expressions seen in the session.

## Dates and locations

### **PARIS LA DÉFENSE**

2026 : 11 June, 24 Sep., 26 Nov.