



English for Human Resources

Course Ref: EHR

Entry Level:

Minimum Level CEFR B1+ except by special arrangement.

Language of tuition: English

Course Duration

According to each client's requirements.

Minimum age for entry 18

30 lessons (22.5 hours) per week

Maximum class size:

Morning General English 14*
Afternoon EHR 6

*General English maximum class size is 14. However, where classrooms permit and are suitably equipped, lit, heated and ventilated, we reserve the right to use these rooms to their maximum capacity. No classes will exceed 18 students

Course information & enrolment:

Shadows-Switzerland Sàrl

Séjours - linguistiques
Chemin du Noiret 7
1893 Muraz (Collombey)

Tel: + 41 (0) 79 287 81 53

info@shadows-switzerland.ch

www.shadows-switzerland.ch

This course is of significant benefit to:

- Human Resources Managers
- Human Resources staff
- Employment Agency staff
- Those preparing to study or work in the area of HR
- Professionals needing their language skills to study relevant literature or publications in English or anyone who needs to work on international HR projects/exchange programmes/committees.

Aims of the Full Course

Four start dates per year for full courses, flexible dates for short courses. Those choosing shorter stays will follow that part of the full programme delivered during the weeks chosen. Please ask for details of any optional external examinations/certificates.

- To enable participants to communicate effectively in English across a range of HR and wider business situations and in the participant's chosen specialist field.
- To give participants the skills necessary for them to perform effectively in English in an HR context.
- To apply any business knowledge and experience that participants might have as they work through the course material. Course books will be supplemented with material taken from other sources.

Preparation

- Needs Analysis and educative background profile
- Online resources for pre-course, arrival and cultural information
- Online language level assessment

Practical Arrangements

- Course tutor
- Pedagogic learning materials
- Setting of learning objectives
- Ongoing assessment and evaluation including feedback on progress
- Guidance and advice on homework exercises
- Accommodation service and pastoral care: 24hr emergency contact
- Optional additional language workshop every day
- City orientation tour and welcome activity
- Access to school study and media centre

Follow up provided

- A Certificate of Attendance and Achievement
- End of course test and programme evaluation
- Post-course forum

General English

The 4 skills of reading, writing speaking and listening are all developed systematically through activities (individually, in pairs or in a group), games, roleplays and more. This approach integrates both receptive and productive skills practice.

English for Human Resources

Projects, Assignments, Case Studies, Seminars, Lectures and Group Sessions

- Recruitment
- Selection
- Employee relations
- HR development
- Reward and Remuneration
- Industrial Relations

Practice in handling the type of language needed for typical HR tasks including Running appraisal meetings, Recruitment interviews Producing staff reports.

Effective teaching

Built into every client's course are the following:
Placement test.
Needs analysis.
Skills development.
Task-based activities.
Systems work.
Learner skills development.

Progress tests.
Tutorials.
Homework.
Academic counselling.
Supportive error correction and constructive feedback.

Course Structure (Mon to Fri)

General English 20 lessons (15 hours)

English for Human Resources 10 lessons (7.5 hours)

Course Content and Strategies

General English

Language classes are communicative with students encouraged and facilitated to use the language learned on the course. This covers all aspects of English language skills. Class work includes individual, pair and group work, discussions, debates, roleplays, presentations, writing exercises.

English for Human Resources

Recruitment – job descriptions, person specifications, recruitment sources and advertising. Useful language and skills: the language of job descriptions, exchanging information, making suggestions, agreeing and disagreeing.

Selection – job advertisements, CVs, job interviews, fair selection procedures.

Useful language and skills: arranging an appointment, the language of interview questioning, establishing rapport.

Employee relations – employment contracts, disciplinary and grievance procedures, health and safety at work (including stress and workplace injuries).

Useful language and skills: the language of contracts, writing offer and rejection letters, giving and requesting information.

HR development – HR development practices, dealing with staff problems, appraisals systems, training courses, equal opportunities and diversity.

Useful language and skills: making recommendations, the language of appraisal interviews (diplomatic language, softening disagreement).

Reward and remuneration – salaries and fringe benefits, salary reviews.

Useful language and skills: asking for and giving feedback, clarifying, agreeing and disagreeing, interrupting, talking about figures.

Industrial relations – the role of trade unions, labour relations, wage negotiations.

Useful language and skills: the language of negotiating (persuading, bargaining).

Outcomes

- Improved General English: all language skills, fluency and accuracy
- More effective communication in a range of HR situations.
- Increased accuracy and clarity in common work-related topics
- Use of appropriate communicative strategies
- increased ability to recognise and resolve misunderstandings and complications or unexpected turn of events that occur within the context of a routine work situation.

External Examinations

Optional examinations available. Please consult ETC for guidance.

Business-related English language qualifications: external qualifications.