Business & Office English for Professionals

A Capacity-Building Seminar Series in Workplace Communication, Teamwork and Leadership

Overview

A 15-session seminar series that strengthens the English and the people skills professionals need in a modern office. Three strands run side by side: workplace communication (clear texts, emails and formal and informal language), teamwork and leadership (building high-performing teams, emotional intelligence and personality at work), and clear pronunciation and business vocabulary. The series opens with a needs analysis, so content is shaped around what participants say they need most.

At a Glance

Who it's for	Government and private-sector staff and managers who communicate in English at work
Format	15 interactive seminars over three weeks (5 per week)
Strands	Workplace communication; teamwork and leadership; pronunciation and business vocabulary
Needs-based	A participant questionnaire in week one sets priorities, such as clear and concise messages, effective meetings and teamwork
Outcomes	Write clear, professional texts and emails; choose formal or informal language with confidence; diagnose and strengthen team performance; apply emotional intelligence; speak more clearly

Seminar Schedule

Each seminar pairs a workplace or leadership topic with a matching language and pronunciation focus.

Week 1: Communicating and Collaborating

Seminar	Topic	Participants will be able to	Language & pronunciation focus
1	**Course Launch & Needs Analysis**	Introduce themselves and colleagues; identify their own learning priorities; complete a baseline English assessment	Asking and answering getting-to-know-you questions
2	**Professional Messaging**	Apply seven protocols for workplace texting: clarity, tone, timeliness, group etiquette, accuracy, boundaries and professional profiles	Concise, polite wording; proofreading for typos and grammar
3	**The Five Dysfunctions of a Team**	Recognise how trust, conflict, commitment, accountability and results shape team performance	Syllables and word stress
4	**Diagnosing Your Team**	Assess where their own team sits on each of the five dysfunctions and identify next steps	Team and performance vocabulary

Seminar	Topic	Participants will be able to	Language & pronunciation focus
5	**Building Collaborative Teams**	Apply cooperative-learning principles to teamwork: clear roles, tasks, halfway reports and a defined end product	Sentence stress

Week 2: Leadership and Workplace Language

Seminar	Topic	Participants will be able to	Language & pronunciation focus
6	**Emotional Intelligence in Leadership**	Explain the components of emotional intelligence, rate their own EQ and choose strategies to improve it	Prepositions and particles; finding the main stressed word
7	**Jobs and Industries**	Describe their role, responsibilities and organisation clearly	Business vocabulary for jobs and sectors
8	**Places and Departments**	Describe where and how they work across departments	Prepositions of place and time (in, at, on); occupation vocabulary
9	**Types of Work**	Discuss different types of work and working arrangements	The English sound system: consonants and vowels
10	**Speaking Clearly**	Identify and correct the vowel sounds that most affect being understood	Vowel discrimination and practice

Week 3: Understanding People and Writing Professionally

Seminar	Topic	Participants will be able to	Language & pronunciation focus
11	**Emotional Intelligence on the Job**	Complete an EQ questionnaire and apply the results to real workplace situations	Review of individual sounds
12	**Personality at Work: The Big Five**	Use the Big Five traits to understand themselves and work better with colleagues	Impromptu speaking (Speakers' Corner)
13	**Choosing the Right Channel**	Choose the best method (email, text, call, meeting) for each situation	Formal and informal language; common texting abbreviations
14	**Formal and Informal Writing**	Adjust greetings, tone and register for emails and messages to different audiences	Listening for detail and summarising accurately
15	**Putting It into Practice**	Handle five realistic email and messaging scenarios; write a professional email; reflect on key learning	Review of series language

How Each Seminar Runs

Facilitators talk a little, participants practise a lot. Each seminar follows the same rhythm, built on the principle that we learn language by using it.

Stage	Activity
1	Warm-up: a brain teaser and a question of the day to get everyone speaking
2	Topic input: short, focused introduction to the day's workplace or leadership theme

Stage	Activity
3	Interactive practice: pair, group and whole-room activities such as mingles, line-ups and running dictations
4	Pronunciation and language focus tied to the day's topic
5	Application and feedback: participants apply the content to their own work, with correction and feedback
6	Wrap-up: what we learned and how to use it on the job