

word of mouth

Language | Coaching | Development

1-Day Chemical Workshop for Lab Technicians 'on site' Communication skills in English

Training target & approach:

The aim of this workshop is to improve communication skills in English needed for typical lab situations, e.g. training international customers and colleagues. Ideally, participants will role play these situations 'on site' in their own labs.

Target group:

Lab employees / a lab team and those working in technical customer service (TCS).
Max group size: 6

Workshop includes:

Pre-workshop meeting
Workshop
Post-workshop 'hand out'

Pre-workshop meeting:

A 2-step Needs Analysis to determine the learning targets:

1. Individual interviews to determine CEF language level. (15 minutes per team member)
2. Meeting with the lab team to decide which communication skills to train and to select real workplace material for training content. (45 minutes)

Options for communication skills for the lab

- Meeting & greeting visitors - 'small talk'
- Describing & demonstrating working processes
- Explaining & comparing test results
- Giving a tour of the lab
- Coping when communication breaks down - staying "cool"

Workshop:

The aim of the workshop is to build up the team members' confidence when communicating in English in typical lab situations. A more detailed schedule of the workshop content will be provided after the pre-workshop meeting and consultation with the team's supervisor, as our aim is to create very customized training for your team's workplace needs.

The training method:

1. Input - useful language structures, vocabulary and examples*
2. Practice in using language structures, creating own examples
3. Guided role plays of typical situations in the lab, e.g. the new boss comes to visit.

* Real material from the workplace will be used for training content.

Post-workshop 'hand out':

Team members will receive a 'hand out' within a week of the workshop, containing useful language structures and vocabulary used and developed in the workshop and examples of 'standardized dialogues' for typical lab situations.