



## **Del.3: Country report**

Project: Practical Methodology for  
Acquiring Key Competences of European  
Reference Framework through Continuous  
Vocational Education and Training, PR-ERF  
Project number: 2013-1-SE1-LEO05-15265

Survey of curricula and methodologies on 8 ERF Key  
Competences for Personal Assistants

**Partner organisation: MMC Management Center Ltd  
(Cyprus)  
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## 1. METHODOLOGY OF THE RESEARCH

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### 1.1 Introduction

This research is done within the project Practical Methodology for Acquiring Key Competences of European Reference Framework through Continuous Vocational Education and Training; project acronym is PR-ERF. The project is implemented within the Lifelong Learning Program, Leonardo da Vinci sub-program.

The aim of the project is to develop the holistic methodology for recognition and development of 8 ERF Key Competences as a package of *Skills, Knowledge* and *Attitudes* that all individuals need to acquire through CVET for personal fulfilment, development, inclusion and employment. The proposed methodology will be linked to *level 4 of European Qualification Framework* in order to be compatible with CVET requirements. The methodology will comprise an assessment tool to validate competences according to EQF level 4 and identify the gaps towards the CVET program.

PR-ERF curriculum is sector specific and will be adapted to the field Personal Assistant.

### 1.2 Methodology of the research

1.2.1. The goal of the research is to collect the best practices and examples of curriculum for 8 ERF Key Competences related to the field Personal Assistant. Each partner organisation collects the available curriculum for those key competences the organisation is responsible for according to the agreement at the kick-off meeting in Nicosia, namely:

**DOCUMENTA:**

Social/Civic  
Cultural and social awareness

**DIMITRA:**

Digital  
Entrepreneurship

**FOLKUNVIERSITETET:**

Foreign languages  
Mathematics

**REVALENTO:**

Learning to learn

**MMC:**

Mother tongue

1.2.2. The proposed methods for the research are the following:

**Desk research:** each partner organisation is responsible for collecting curriculum for those ERF competences they are responsible for (please see 1.2.1) in relation to personal assistant profession (if relevant). If there are no curricula available with focus on personal assistant profession general ERF curriculum shall be collected. The research shall be done on Internet and on the web-sites of VET providers / adult education providers as well as other stakeholders working with ERF. Taking into consideration copy right principle the partnership is obliged to get the permission of the above stakeholders in regards to presenting their curriculum in the national reports of partner organisations.

**Interviews with experts:** each partner organisation is responsible to interview the regional expert groups in regards to the relevance of the collected curriculum for the competence development of the personal assistants. The expert group shall comprise CVET teachers, CVET students, relevant decision-makers, employers, Public Employment Services and other relevant stakeholders. The expert group shall also give their feedback in regards to which Key Competences are relevant for the profession of personal assistant and how they can be acquired through PR-ERF curriculum.

**Other additional methods** for the research such as questionnaires can be used by the partners if there is a need. The partners shall include those methods in the final national report.

1.2.3 The geographical scope of the research is European level, meaning that each partner organisation will make a survey not only in their countries but also in other European countries (if relevant). The partnership is responsible to support each other in this part of research in case other partners find curriculum for their respective key competences.

## 2 SURVEY ON TRAINING COURSES RELEVANT TO THE FIELD “PERSONAL ASSISTANT” (8 KEY COMPETENCES)

### 2.1 RESUME

No	KC <sup>1</sup>	NAME OF THE TRAINING COURSE	GENERAL AIM	TARGET <sup>2</sup>	GENERAL CONTENTS <sup>3</sup>	FORMAT & LANGUAGE <sup>4</sup>	DURATION
1	KC1	I LIVE IN CYPRUS, I SPEAK GREEK - Intensive multilevel program for teaching the Greek Language to Adults Third Country Nationals (The action is co-funded by the European Integration Fund for Third Country Nationals and organised by the Mediterranean Management Centre in Cyprus)	To help migrants and other foreign language speaking residents of Cyprus to learn Greek.	The Mediterranean Management Centre offers free Greek Language Courses to adults Third Country Nationals (non EU citizens) who are legally residing in Cyprus (e.g. in possession of a Temporary Residence Permit/Pink Slip) and whose mother language is not Greek.	<ul style="list-style-type: none"> <li>• <b>The Greek Alphabet</b></li> <li>• <b>Pronunciation</b></li> <li>• <b>The Stress System (accent marks)</b></li> <li>• <b>Basic verbs (Tenses)</b></li> <li>• <b>Grammar</b></li> <li>• <b>Numbers</b></li> <li>• <b>Nouns, pronouns and adverbs (comparative and superlative)</b></li> <li>• <b>Articles</b></li> <li>• <b>Vocabulary</b></li> </ul>	PT (English & Greek)	90 hours
2	KC1	ILM Office Management Program (recognised by the Institute of Leadership and Management, UK and organised by Conicon Ltd in Cyprus)  <a href="http://www.conicontraining.com/en/training/in-house-seminars/ilm-office-management-program/">http://www.conicontraining.com/en/training/in-house-seminars/ilm-office-management-program/</a>	The program concentrates on developing the skills and techniques needed to run an Office effectively and the ability to manage oneself and others.  One part of the program deals with effective oral and written communication	The ILM Office Management Program is designed for active Office Managers, Office Administrators, Experience Secretaries and Personal Assistants who wish to advance their career to Office Management.	<p>OM1-Office Management: Defining Office Management Role, Office Management Function, Office Management Responsibilities, Personal Development Plan - 3 hours</p> <p>OM2-Office Administration: Smoothing the operation, Managing Paper Flow, Office Ergonomics, Safety and the Working Environment, Office Ethics and Politics - 3 hours</p> <p>OM3-Digital Office: Digital Tools, Electronic Filing, Minutes of Meetings, Time Sheets, Electronic Calendar, How to automate simple tasks, The webpage, Social Media - 3 hours</p> <p>OM4-Effective Planning and Organizing: How to plan step by step, Action Planning, Prioritizing, Project Management, Problem solving and decision making, Calculating resources needed, The Art of Time Management and Delegation - 3 hours</p>	PT (English)	24 hours (4 days)

<sup>1</sup>Please write here the Number of the Key Competence that the content of this training course is relevant to

<sup>2</sup> To whom is the training directed to? What is the education level needed? (if any)

<sup>3</sup> General contents: main modules

<sup>4</sup> FORMAT: Full Time (FT) / Part Time (PT) / On-line (OL) / Mixed between.... (whatever of those 3)

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					<p>OM5-Leadership – Influencing Across the Organization: The 7 Habits of Effective Office Managers, Managing Change, <b>Interviewing Skills</b> - 3 hours</p> <p><b>OM6-Effective Written &amp; Spoken Communication: Written Communication (Correspondence, Report writing, Taking notes, Non verbal Communication), Listening Skills (Body language)</b> - 3 hours</p> <p><b>OM7-Dealing with Yourself and Others: Dealing with pressure, stress and anger, Gender Communication, Dealing with conflict, Dealing with difficult situations / people, emotions</b> - 3 hours</p> <p>OM8-Understanding &amp; Controlling Finances: Understanding the Financial Terminology, How to prepare a budget, How to control a budget, How to defend a budget-3 hours</p>		
3	KC1	<p>Development of modern and efficient Personal Assistant Skills (Organised by Conicon Ltd in Cyprus)</p> <p><a href="http://www.conicontraining.com/consortium/wp-content/uploads/2014/04/prosopiki-voithos.pdf">http://www.conicontraining.com/consortium/wp-content/uploads/2014/04/prosopiki-voithos.pdf</a></p>	To keep track of updates and the most modern forms of managing all office issues and to gain efficient personal assistant skills. Part of the program deal with issues related to communication in the mother tongue.	Personal Assistants of Managers, Executive Secretaries, Office Administrators who have the role of Personal Assistant	<ul style="list-style-type: none"> <li>• How to increase performance</li> <li>• How to improve the effectiveness of their Director</li> <li>• Organisation, planning, delegation and control of tasks</li> <li>• <b>Handling of difficult issues and people</b></li> <li>• How to determine priorities</li> <li>• <b>Effective management of working relationships with colleagues, partners, customers of the Director</b></li> <li>• Modern electronic media and office work</li> </ul>	PT (Greek)	7 hours (1 day)
4	KC1	<p>“Create your own European Curriculum Vitae – Europass” (funded by the Cyprus National Europass Centre and Organised by the Mediterranean Management Centre in Cyprus)</p>	<p>Informational Meetings / Workshops on how to:</p> <ul style="list-style-type: none"> <li>• create a Europass CV</li> <li>• create a Cover Letter</li> <li>• search for work opportunities</li> <li>• speak, what to say, how to dress and effective body language during an interview</li> </ul>	Unemployed individuals, economically inactive women, college/university and high school students, and generally people engaged in a pre-employment process	<ul style="list-style-type: none"> <li>• The Europass Program and the five documents involved</li> <li>• The Cyprus National Europass Centre webpage</li> <li>• <b>How to create your own Europass CV</b></li> <li>• <b>How to create a cover letter</b></li> <li>• Effective job searching</li> <li>• <b>Successful interview techniques and body language</b></li> </ul>	PT (Greek and English)	3 to 3,5 hours per training (depending on the needs of the group)
5	KC1	Secretarial Skills for Unemployed Individuals /	To help unemployed individuals and economically inactive	Unemployed individuals and economically inactive women. They must be	<ul style="list-style-type: none"> <li>• Typing Techniques and Basic IT Skills</li> <li>• Information about the economy in Cyprus</li> <li>• Basic Accounting skills</li> </ul>	PT (Greek)	160 or 100 hour courses,

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		Economically Inactive Women (co-funded by the Human Resource Development Authority and the European Social Fund, and organised by the Mediterranean Management Centre in Cyprus)	women to gain the necessary secretarial knowledge, skills and attitudes to help them re-gain access to the employment market. Part of the program deals with issues related to communication in the mother tongue.	registered as "unemployed" in the Public Employment Service, and receive a confirmation for this from the PES.	<ul style="list-style-type: none"> <li>Office administration and Use of Basic Office Equipment</li> <li>Handling of mail</li> <li>Organising, Booking and helping with Travel Arrangements</li> <li>Payments and Receipts</li> <li>Customer Service and Reception techniques</li> <li><b>Client Relations, Attitudes and Behaviour, Team-work</b></li> <li><b>Communication – spoken (face-to-face and telephone), written and body language</b></li> <li><b>How to create your CV and Successful interview techniques</b></li> <li><b>Body language and the variability of expressions and gestures in different social and geographical situations</b></li> </ul>		divided into 5-7 hour lessons
6	KC1	Body Language: Learn the Secrets of the most spontaneous and real language (organised by Conicon Ltd in Cyprus)  <a href="http://www.conicontraining.com/training/scheduled-seminars/body_language_seminar/?utm_source=Conicon+Training+%26+Consulting&amp;utm_campaign=109f24a997-4a997-Body+Language_new+template&amp;utm_medium=email&amp;utm_term=0_8d29af50e0-109f24a997-174976437">http://www.conicontraining.com/training/scheduled-seminars/body_language_seminar/?utm_source=Conicon+Training+%26+Consulting&amp;utm_campaign=109f24a997-4a997-Body+Language_new+template&amp;utm_medium=email&amp;utm_term=0_8d29af50e0-109f24a997-174976437</a>	To provide participants with all the information needed to be able to understand what is hidden behind their words and improve their communication skills for more effective professional and interpersonal relationships.	Open to all	<ul style="list-style-type: none"> <li><b>Recognition of specific movements / expressions and the ability to respond accordingly</b></li> <li><b>Presenting ourselves (to customers, partners, friends)</b></li> <li><b>Improving our movements / expressions</b></li> <li><b>Application of positive aspects of body language and control of movements and messages at major events</b></li> <li><b>Recognition of various movements of men and women</b></li> <li><b>Global expressions</b></li> </ul>	PT (Greek)	7 hours (1 day)
7	KC1	Think on Your Feet Course  <a href="http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content">http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content</a>	The program provides trainees with a number of plans proven to help them think quickly (even when under pressure), organise their thoughts and get to the point. At the end of the program trainees will be able to assemble their thoughts and communicate them	Anyone who needs to get their point across clearly, concisely, persuasively and memorably. Anyone who is involved in meetings, presentations, discussions and briefings – and is likely to be asked	<ul style="list-style-type: none"> <li><b>Structure what you are thinking - develop a structure to use before you speak.</b></li> <li><b>Get your point and ideas across clearly and persuasively - create a lasting and memorable impression.</b></li> <li><b>Break down technical language - respond in a language that everyone can understand.</b></li> <li><b>Present with greater impact - deliver clear and straight to the point messages.</b></li> <li><b>Be more confident during any verbal communication - by structuring your ideas, you will find it much easier to communicate and never be caught on-the-spot again.</b></li> </ul>	PT (English)	Compact 1-day and comprehensive 2-day versions available. In-house or as a public

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			effectively during any spoken communication, including: How to achieve clarity – structuring ideas using both sides of the brain and learning how to simplify complex information. The importance of brevity – how to condense your thoughts and get straight to the point. Creating impact – learn how to be more persuasive.	questions without time to prepare in advance.	<ul style="list-style-type: none"> <li>• Turn nervousness into energy - channel energy into the message rather than a 'flight and fight' response.</li> <li>• Buy time to gather your thoughts when put on the spot - by using 'bridging' strategies.</li> <li>• Handle objections positively - become more persuasive and lucid.</li> <li>• Answer questions confidently and effectively - condense your thoughts into one coherent, impressive message.</li> <li>• Deal with hostile situations and emotional issues - by delivering a clear, direct and persuasive message.</li> </ul>		2 day course
8	KC1	Powerful Presentations - Public Speaking Course <a href="http://www.illumine.co.uk/write-speak-influence/presentation-skills.html#Who">http://www.illumine.co.uk/write-speak-influence/presentation-skills.html#Who</a>	Powerful Presentations is the course on public speaking for professionals who need to build strong presentation skills.	Anyone who is faced with delivering presentations either regularly or occasionally and would like to build their confidence when speaking in public and develop their skills to a point where they can present with clarity and impact.	<ul style="list-style-type: none"> <li>• Mind set and delivery - understand your style; get the right mind set; inject enthusiasm; and passion.</li> <li>• Understand your audience - Make your message clear and impactful; identify potential opportunities and risks.</li> <li>• Define your message - Are you informing, persuading or appealing? Sell the benefits not the features of your idea, concept or product; know your outcome and stick to it.</li> <li>• Prepare a well structured presentation - Agree your key points; define a manageable structure; and use mind maps for remembering and planning your key points.</li> <li>• Bring your presentation to life - inject energy; use visual aids; and audience participation.</li> <li>• Take Control - Embrace tricky questions; deal with difficult audience members; and remain focused.</li> <li>• Group discussion and feedback - based upon you actually delivering a presentation, other attendees and the trainer will provide practical feedback for each delegate to take away.</li> </ul>	PT (English)	1-day session or a more practical 2-day training session
9	KC1	Communication in the workplace <a href="http://www.the-centre.co.uk/courses/detail/communication_in_the_workplace/">http://www.the-centre.co.uk/courses/detail/communication_in_the_workplace/</a>	To help trainees communicate more efficiently and effectively in their workplace with colleagues, senior management and clients.	The course is for anyone whose wants to improve their written and face to face business communication skills (junior and middle management or at an administrative level)	<ul style="list-style-type: none"> <li>• How we communicate</li> <li>• How communication works                             <ul style="list-style-type: none"> <li>o in our organisations</li> <li>o the problems and pitfalls of poor communication</li> </ul> </li> <li>• The importance of two-way communication                             <ul style="list-style-type: none"> <li>o speaking and listening</li> <li>o the lost art of listening</li> <li>o being heard</li> </ul> </li> <li>• What to say and how to say it effectively                             <ul style="list-style-type: none"> <li>o objective led communication</li> <li>o clarifying your aims</li> </ul> </li> </ul>	PT (English)	1 day – 6 hours



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					<ul style="list-style-type: none"> <li>o developing your messages</li> <li>o written communication skills</li> <li>• Choosing the most effective communication route               <ul style="list-style-type: none"> <li>o email</li> <li>o telephone</li> <li>o face to face</li> <li>o meetings</li> <li>o presentations</li> </ul> </li> <li>• Assertive communications               <ul style="list-style-type: none"> <li>o say what you mean and mean what you say</li> <li>o the value of verbal and non-verbal communications</li> </ul> </li> <li>• Communicating with impact               <ul style="list-style-type: none"> <li>o personal impression management</li> <li>o presenting a positive image</li> <li>o body language</li> </ul> </li> </ul>		
10	KC1	Building Communication Skills (organized by the City University of London) <a href="http://www.city.ac.uk/courses/short-courses/building-communication-skills#course-detail=0">http://www.city.ac.uk/courses/short-courses/building-communication-skills#course-detail=0</a>	To help trainees to: <ul style="list-style-type: none"> <li>• understand communication styles and behavioural flexibility.</li> <li>• extend their communication skills by noticing and responding to the non-verbal, unconscious communication of others.</li> <li>• learn a range of tools and techniques to enhance their communication abilities in a range of situations.</li> </ul>	Open to everyone – Proficiency in written and spoken English is a requirement	<ul style="list-style-type: none"> <li>• Understanding of the concepts of NLP (neuro-linguistic programming) to our own internal processes.</li> <li>• Identifying new insights into the meaning of our own and others' behaviour.</li> <li>• Methods of fine-tuning our perceptions of others' unconscious communications and of extending the range of your responses.</li> <li>• Methods of building and maintaining rapport with others through matching them in behaviour and specific language patterns.</li> <li>• Methods of observing eye accessing cues and understanding their meaning.</li> </ul>	PT (English)	20 hours (10 weekly classes)
11		Handling difficult people and situations: essential tools <a href="http://www.the-centre.co.uk/courses/detail/handling_difficult_people_and_situations/">http://www.the-centre.co.uk/courses/detail/handling_difficult_people_and_situations/</a>	<ul style="list-style-type: none"> <li>• To be more confident when dealing with difficult people</li> <li>• To be able to look beyond personalities to the real issues in order to resolve problem situations.</li> <li>• To learn communication skills for dealing with difficult team members whilst ensuring a positive</li> </ul>	The course is for anyone who wants to develop their skills in the area of people management.	<ul style="list-style-type: none"> <li>• Knowing how and when to tackle issues</li> <li>• What makes people behave in a difficult way</li> <li>• Understanding different types of problem behaviour</li> <li>• The essentials of good communication</li> <li>• How to build your confidence and assertiveness</li> <li>• Identifying and dealing with behaviour problems before they happen</li> <li>• How to ask for a change in behaviour</li> <li>• Managing conflict training</li> <li>• Dealing with aggression</li> </ul>	PT (English)	1 day – 6 hours

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			outcome, all in a confidential and safe environment for discussing sensitive issues.		<ul style="list-style-type: none"> <li>• <b>Adapting styles of communication to different situations</b></li> <li>• How to problem solve and negotiate with difficult people</li> </ul>		
12		<p>Executive Secretaries and Personal Assistants' Program</p> <p>(organised by the London Corporate Training Ltd)</p> <p><a href="http://www.lct.co.uk/courseCategory/executive-secretaries-and-personal-assistants-programme/">http://www.lct.co.uk/courseCategory/executive-secretaries-and-personal-assistants-programme/</a></p>	<p>This course covers the essential knowledge and skills required for a successful career as Executive Secretary or Personal Assistant.</p> <p>The training agenda looks at the role of the modern secretary and provides insight of how to carry out duties related to office administration and management. Course participants will be able to align their personal performance to their organisations' vision and objectives.</p>	Senior secretaries, executive secretaries, personal assistants and top-level management secretaries.	<ul style="list-style-type: none"> <li>• Office organisation</li> <li>• Arranging meetings and taking minutes</li> <li>• Event management</li> <li>• <b>Verbal communication skills</b></li> <li>• <b>Written communication skills</b></li> <li>• Team-working</li> <li>• <b>Presentation skills</b></li> <li>• Travel management</li> </ul>	PT (English)	2 weeks
13	KC1	<p>Professional Business Writing for Pas</p> <p>(organised by the Mediterranean Management Centre in Cyprus)</p>	<p>This seminar is for trainees to understand the importance of written communication in the workplace, and that effective professional written communication has its own rules, models and structures. Participants will also identify their individual areas for improvement and will acquire the necessary skills that will improve their professional writing.</p>	<ul style="list-style-type: none"> <li>• Administrative and secretarial support officers</li> <li>• Secretaries</li> <li>• Personal Assistants</li> <li>• Office managers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Strategic issues for effective written communication</b></li> <li>• <b>The Business Writing Model</b></li> <li>• <b>The structure of professional writing</b></li> <li>• <b>Professional emails, faxes, and so on.</b></li> </ul>	PT (Greek)	1 day – 7 hours
14	KC1	<p>Successful Telephone Techniques</p> <p>(organised by the Mediterranean Management Centre in Cyprus)</p>	<p>For participants to learn effective telephone techniques, so that they can be more confident and efficient in their work, but also to help their company</p>	<ul style="list-style-type: none"> <li>• Receptionists</li> <li>• Call center employees</li> <li>• Secretaries</li> <li>• Personal Assistants</li> <li>• General office staff handling phone calls either</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The basics of communication (oral, written, body language)</b></li> <li>• <b>Definition of a professional telephone communication</b></li> <li>• Effective telephone techniques</li> <li>• <b>Active listening</b></li> </ul>	PT (Greek)	1 day – 7 hours

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			gain a competitive advantage by transmitting a professional customer focused image.	internally or with external customers <ul style="list-style-type: none"> <li>Debt collection employees</li> <li>Customer service employees</li> </ul>	<ul style="list-style-type: none"> <li>Incoming and outgoing phone calls</li> <li>Telesales and Debt Collection</li> <li><b>Effective conflict resolution and complaints handling</b></li> </ul>		
15	KC1	Effective Office Management for the Professional Administrative Assistant (organised by the Mediterranean Management Centre in Cyprus)	Participants will be able to: <ul style="list-style-type: none"> <li>communicate effectively with clients and colleagues with a view to quality service</li> <li>control the pressure and stress, setting priorities in work</li> <li>earn the trust and respect of colleagues working on a long term and not on a short term basis</li> <li>enhance their role and skills by helping the company develop at the same time</li> </ul>	<ul style="list-style-type: none"> <li>Administrative Officers</li> <li>Personal Assistants,</li> <li>Head of office (Office Managers),</li> <li>Secretaries (e.g. Private Secretaries).</li> </ul>	<ul style="list-style-type: none"> <li>Current Requirements</li> <li>Quality Service</li> <li><b>Effective Communication</b></li> <li><b>Conflict and Complaints</b></li> <li><b>Dealing with complaints</b></li> <li><b>Effective Business Communication</b></li> <li><b>Handling of Messages</b></li> <li>Building cooperation relationships</li> <li>Surviving changes</li> </ul>	PT (Greek)	2 days – 14 hours
16	KC1	European Personal Assistant (EUPA) Level 2 (WORK AREA 2.3) (organised by the Mediterranean Management Centre in Cyprus)	EUPA level 2 training program has been developed through a European project (Leonardo Da Vinci Development of Innovation). The program is a complete guide for the development of the basic knowledge, skills and competences a personal assistant should have. After the completion of this program, participants can take the EUPA assessment and get the EUPA Level 2 certification. This section concerns Work Area 2.3, with the following general aims: <ul style="list-style-type: none"> <li><i>LO007</i>: Be able to recall the main principles of</li> </ul>	This program targets: <ul style="list-style-type: none"> <li>Personal assistants</li> <li>Executive secretaries</li> <li>Secretaries</li> <li>Administrative assistants</li> <li>Secretarial personnel</li> </ul>	<u>Work Area 2.3</u> Communication, Telephone Handling, Social and Relationships  <b>Use of business communication skills clearly and effectively</b> <ul style="list-style-type: none"> <li>Video and analysis: Hello Mr. President</li> <li>Types of business communication</li> <li>Verbal communication</li> <li>Internal and external communication</li> <li>How information is transmitted</li> <li>The voice</li> <li>Body language</li> <li>Interpersonal communication</li> </ul> <b>Use telephone techniques effectively</b> <ul style="list-style-type: none"> <li>Different types of communication</li> <li>The importance of telephone communication</li> <li>Telephone in business communication</li> <li>The structure of a telephone call</li> </ul>	PT (English or Greek)	13 hours

No	KC <sup>1</sup>	NAME OF THE TRAINING COURSE	GENERAL AIM	TARGET <sup>2</sup>	GENERAL CONTENTS <sup>3</sup>	FORMAT & LANGUAGE <sup>4</sup>	DURATION
			<p>effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform PR activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <ul style="list-style-type: none"> <li>• <i>LO008</i>: Be able to recall the main principles of effective telephone communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</li> <li>• <i>LO009</i>: Be able to understand the organisation's Codes of Conduct within the social, economic and cultural context.</li> <li>• <i>LO010</i>: Be able to recall the key principles of data protection, security and confidentiality within the workplace and apply these principles effectively and efficiently.</li> <li>• <i>LO011</i>: Be able to recall the key principles of good relationships with customers and other external stakeholders, demonstrate competence in applying these</li> </ul>		<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Main body of the telephone call</li> <li>• Completing a phone call</li> </ul> <p><b>Understand Social Skills</b></p> <ul style="list-style-type: none"> <li>• Code of conduct</li> <li>• First impression</li> <li>• Eight steps to improve your social skills</li> </ul> <p><b>Recall and apply key principles of good relationships in a clear and effective way</b></p> <ul style="list-style-type: none"> <li>• Confidentiality in the workplace</li> <li>• Confidentiality in the work place</li> <li>• Positive organisational behaviour at work</li> <li>• Internal and external stakeholders</li> </ul>		

No	KC <sup>1</sup>	NAME OF THE TRAINING COURSE	GENERAL AIM	TARGET <sup>2</sup>	GENERAL CONTENTS <sup>3</sup>	FORMAT & LANGUAGE <sup>4</sup>	DURATION
			<p>principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <ul style="list-style-type: none"> <li>• <b>LO012:</b> Be able to recall the key principles of good working relationships <b>within the organisation</b> and demonstrate competence in applying these principles in a clear and effective way within the organisation. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</li> </ul>				
17	KC1	<p>European Personal Assistant (EUPA) Level 2 (WORK AREA 2.4) (organised by the Mediterranean Management Centre in Cyprus)</p>	<p>EUPA level 2 training program has been developed through a European project (Leonardo Da Vinci Development of Innovation). The program is a complete guide for the development of the basic knowledge, skills and competences a personal assistant should have. After the completion of this program, participants can take the EUPA assessment and get the EUPA Level 2 certification. This section concerns Work Area 2.4, with the following general aims:</p> <ul style="list-style-type: none"> <li>• <b>LO013:</b> Be able to recall the main principles of</li> </ul>	<p>This program targets:</p> <ul style="list-style-type: none"> <li>• Personal assistants</li> <li>• Executive secretaries</li> <li>• Secretaries</li> <li>• Administrative assistants</li> <li>• Secretarial personnel</li> </ul>	<p><u>Work Area 2.4 Written Communication</u></p> <p><b>Use written communication skills to produce a variety of business documents</b></p> <ul style="list-style-type: none"> <li>• Different types of document</li> <li>• Basic principles of written communication</li> <li>• Business writing tips</li> <li>• Structure of a document</li> <li>• A well-written document</li> <li>• The use of document templates</li> <li>• Key points for writing a well-structured business letter</li> <li>• Business letters</li> <li>• Examples of documents</li> <li>• Template for a new company policy</li> <li>• Written exercise</li> </ul>		

No	KC <sup>1</sup>	NAME OF THE TRAINING COURSE	GENERAL AIM	TARGET <sup>2</sup>	GENERAL CONTENTS <sup>3</sup>	FORMAT & LANGUAGE <sup>4</sup>	DURATION
			effective forms of written communication and demonstrate competence in applying these principles in a clear and effective way. <ul style="list-style-type: none"> <li>• LO014: Be able to produce a variety of routine business documents (based on predefined templates).</li> <li>• LO015: Be able to communicate in writing at a level that is appropriate for business (use business terms, avoid jargon etc.).</li> </ul>				

Add as many files as needed (as trainings found)

## 2.2 DETAILED INFORMATION

[This part of the document should give the whole information from where you will extract information needed for previous resume.]

**NAME OF THE TRAINING:** I LIVE IN CYPRUS, I SPEAK GREEK - Intensive multilevel program for teaching the Greek Language to Adults Third Country Nationals

**REFERENCE (REF):** 1

<b>GENERAL AIM</b>	To help Adults Third Country Nationals to learn basic Greek, in order to be able to communicate effectively in their current country of residence (Cyprus).
<b>SPECIFIC AIMS:</b>	To help migrants and other foreign language speaking residents of Cyprus to learn Greek, and: <ul style="list-style-type: none"> <li>• develop a network of contacts</li> <li>• expand their job opportunities</li> <li>• get acquainted with the practical aspects of daily life</li> <li>• participate in the political, cultural and social affairs of Cyprus.</li> </ul>
<b>DETAILED TARGET:</b>	Adults Third Country Nationals (non EU citizens) who are legally residing in Cyprus (e.g. in possession of a Temporary Residence Permit/Pink Slip) and whose mother language is not Greek.
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• The Greek Alphabet</li> <li>• Pronunciation</li> <li>• The Stress System (accent marks)</li> <li>• Basic verbs (Tenses)</li> <li>• Grammar</li> <li>• Numbers</li> <li>• Nouns, pronouns and adverbs (comparative and superlative)</li> <li>• Articles</li> <li>• Vocabulary</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Lecture, Audiovisual aids, Role-plays and Games, Oral and Written Exercises, Group Exercises and Brainstorming
<b>DURATION:</b>	90 hours
<b>WEBSITE:</b>	<a href="http://learngreek.mmclearningsolutions.com/">http://learngreek.mmclearningsolutions.com/</a>
<b>CONTACT:</b>	Ms. Christiana Knais - MMC Ltd, Mr. George Georgiadis - MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>Please note that no programs have been identified which target PAs, or adults even, in the proper learning of their mother tongue, eg. Grammar, Literature etc. This program targets non-native speakers to learn the language.</p> <p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Sound knowledge of basic vocabulary, functional grammar and style, functions of language.</li> <li>b. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's</li> </ol>

	<p>message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</p> <p>b. Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</p> <p>c. Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</p>
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**NAME OF THE TRAINING:** ILM Office Management Program

**REFERENCE (REF):** 2

<b>GENERAL AIM</b>	<p>This is an intensive program recognized by ILM, which concentrates on developing the skills and techniques needed to run an office effectively and the ability to manage oneself and others. The program is designed to enhance the trainee’s existing skills with modern and state of the art competences and know-how in order to build up their confidence, to create a dynamic and efficient office working environment, while influencing systems and people to work effectively together to achieve the desired results.</p>
<b>SPECIFIC AIMS:</b>	<p>During the duration of the course, the trainees will learn:</p> <ul style="list-style-type: none"> <li>• The crucial role of an Office Manager</li> <li>• What effective Office Administration includes</li> <li>• How to take advantage and use modern digital office technology</li> <li>• The essential skills and techniques for planning, organizing and controlling work and managing time</li> <li>• How to develop yourself into a Leader in the Office</li> <li>• How to communicate effectively</li> <li>• How to handle pressure, stress, anger and deal with conflict situations and difficult people in an effective manner.</li> <li>• The essentials of financial matters and budgeting</li> </ul>
<b>DETAILED TARGET:</b>	<p>The ILM office management program is designed for active Office Managers, Office Administrators, Experience Secretaries and Personal Assistants who wish to advance their career to Office Management.</p>
<b>DETAILED CONTENTS:</b>	<p><b>OM1-Office Management:</b> Defining Office Management Role, Office Management Function, Office Management Responsibilities, Personal Development Plan - 3 hours</p> <p><b>OM2-Office Administration:</b> Smoothing the operation, Managing Paper Flow, Office Ergonomics, Safety and the Working Environment, Office Ethics and Politics - 3 hours</p> <p><b>OM3-Digital Office:</b> Digital Tools, Electronic Filing, Minutes of Meetings, Time Sheets, Electronic Calendar, How to automate simple tasks, The webpage, Social Media - 3 hours</p> <p><b>OM4-Effective Planning and Organizing:</b> How to plan step by step, Action Planning, Prioritizing, Project Management, Problem solving and decision making, Calculating resources needed, The Art of Time Management and Delegation - 3 hours</p> <p><b>OM5-Leadership – Influencing Across the Organization:</b> The 7 Habits of Effective Office Managers, Managing Change, Interviewing Skills - 3 hours</p>



	<p><b>OM6-Effective Written &amp; Spoken Communication: Written Communication (Correspondence, Report writing, Taking notes, Non verbal Communication), Listening Skills (Body language) - 3 hours</b></p> <p><b>OM7-Dealing with Yourself and Others: Dealing with pressure, stress and anger, Gender Communication, Dealing with conflict, Dealing with difficult situations / people, emotions - 3 hours</b></p> <p><b>OM8-Understanding &amp; Controlling Finances:</b> Understanding the Financial Terminology, How to prepare a budget, How to control a budget, How to defend a budget-3 hours</p>
<b>TRAINING METHODOLOGY:</b>	Not available on the website of the program
<b>DURATION:</b>	4 training days (24 training hours)
<b>WEBSITE:</b>	<a href="http://www.conicontraining.com/en/training/in-house-seminars/ilm-office-management-program/">http://www.conicontraining.com/en/training/in-house-seminars/ilm-office-management-program/</a>
<b>CONTACT:</b>	Ms Vasiliki Christofi, Trainer – Conicon Training and Management Consulting
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>Sound knowledge of basic vocabulary, functional grammar and style, functions of language.</li> <li>Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>Awareness of non-literary text (CVs, applications, reports, editorials, essays, speeches, etc.) and their main features.</li> <li>Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> <li>Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</li> <li>Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</li> <li>Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li> <li>Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> </ol>

	<p>f. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</p> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <p>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</p>
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**NAME OF THE TRAINING:** Development of modern and efficient Personal Assistant Skills

**REFERENCE (REF):** 3

<b>GENERAL AIM</b>	To keep track of updates and the most modern forms of managing all office issues and to gain efficient personal assistant skills
<b>SPECIFIC AIMS:</b>	<p>After the completion of the program, Pas will be able to:</p> <ul style="list-style-type: none"> <li>• increase performance</li> <li>• improve the effectiveness of their Director</li> <li>• organise, plan, delegate and control tasks</li> <li>• handle difficult issues and people</li> <li>• determine priorities</li> <li>• effectively manage working relationships with colleagues, partners, customers of the Director</li> <li>• handle modern electronic media and office work</li> </ul>
<b>DETAILED TARGET:</b>	Personal Assistants of Managers, Executive Secretaries, Office Administrators who have the role of Personal Assistant
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• How to increase performance</li> <li>• How to improve the effectiveness of their Director</li> <li>• Organisation, planning, delegation and control of tasks</li> <li>• Handling of difficult issues and people</li> <li>• How to determine priorities</li> <li>• Effective management of working relationships with colleagues, partners, customers of the Director</li> <li>• Modern electronic media and office work</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Lectures and practical exercises of thematic content
<b>DURATION:</b>	7 hours (1 day)
<b>WEBSITE:</b>	<a href="http://www.conicontraining.com/training/scheduled-seminars/personal-assistant/">http://www.conicontraining.com/training/scheduled-seminars/personal-assistant/</a>
<b>CONTACT:</b>	Ms Vasiliki Christofi, Trainer – Conicon Training and Management Consulting
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <p>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main of different styles and registers in spoken language.</p> <p>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</p> <p>The following skills of KC1 are being covered, to some extent, by this curriculum:</p> <p>a. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</p>

	<p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment.</li> <li>b. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> </ol>
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**NAME OF THE TRAINING:** "Create your own European Curriculum Vitae – Europass"

**REFERENCE (REF):** 4

<b>GENERAL AIM</b>	To prepare participants for a pre-employment process (searching for jobs, preparation of Europass CV and cover letter) and interviews (body language).
<b>SPECIFIC AIMS:</b>	<p>Informational Meetings / Workshops on how to:</p> <ul style="list-style-type: none"> <li>• create a Europass CV</li> <li>• create a Cover Letter</li> <li>• search for work opportunities</li> <li>• speak, what to say, how to dress and effective body language during an interview</li> </ul>
<b>DETAILED TARGET:</b>	Unemployed individuals, economically inactive women, college/university and high school students, and generally people engaged in a pre-employment process
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• The Europass Program and the five documents involved</li> <li>• The Cyprus National Europass Centre webpage</li> <li>• How to create your own Europass CV</li> <li>• How to create a cover letter</li> <li>• Effective job searching</li> <li>• Successful interview techniques and body language</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Lecture, practical exercise, role-plays
<b>DURATION:</b>	3 to 3,5 hours per training
<b>WEBSITE:</b>	<a href="http://www.kepa.gov.cy/europass">www.kepa.gov.cy/europass</a>
<b>CONTACT:</b>	Sofia Evripidou – Cyprus Productivity Center, Christina Shiati – MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>c. Awareness of different types of non-literary text (CVs, applications, reports, editorials, essays, speeches, etc.) and their main features.</li> </ol>

**NAME OF THE TRAINING:** Secretarial Skills for Unemployed Individuals / Economically Inactive Women

**REFERENCE (REF):** 5

<b>GENERAL AIM</b>	To help unemployed individuals and economically inactive women to gain the necessary secretarial knowledge, skills and attitudes to help them re-gain access to the employment market.
<b>SPECIFIC AIMS:</b>	To equip participants with all the necessary knowledge, skills and attitudes to become successful PAs or other secretarial staff
<b>DETAILED TARGET:</b>	Unemployed individuals and economically inactive women. They must be registered as “unemployed” in the Public Employment Service, and receive a confirmation for this from the PES.
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Typing Techniques and Basic IT Skills</li> <li>• Information about the economy in Cyprus</li> <li>• Basic Accounting skills</li> <li>• Office administration and Use of Basic Office Equipment</li> <li>• Handling of mail</li> <li>• Organising, Booking and helping with Travel Arrangements</li> <li>• Payments and Receipts</li> <li>• Customer Service and Reception techniques</li> <li>• Client Relations, Attitudes and Behaviour, Team-work</li> <li>• <b>Communication – spoken (face-to-face and telephone), written and body language</b></li> <li>• <b>How to create your CV and Successful interview techniques</b></li> <li>• <b>Body language and the variability of expressions and gestures in different social and geographical situations</b></li> </ul>
<b>TRAINING METHODOLOGY:</b>	Lecture, Audiovisual aids, Role-plays and Games, Oral and Written Exercises, Group Exercises and Brainstorming
<b>DURATION:</b>	160 or 100 hour courses, divided into 5-7 hour lessons
<b>WEBSITE:</b>	<a href="http://www.hrdauth.com/easyconsole.cfm/id/88#88">http://www.hrdauth.com/easyconsole.cfm/id/88#88</a>
<b>CONTACT:</b>	Ms Nadia Tofaridou – HRDA, Ms Christina Shiati – MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>c. Awareness of different types of non-literary text (CVs, applications, reports, editorials, essays, speeches, etc.) and their main features.</li> <li>d. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> <li>e. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> </ol>

	<p>b. Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</p> <p>c. Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</p> <p>d. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</p> <p>e. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</p> <p>f. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</p> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <p>a. Disposition to approach the opinions and arguments of with an open mind and engage in constructive and critical dialogue.</p> <p>b. Confidence when speaking in public.</p>
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**NAME OF THE TRAINING:** Body Language: Learn the Secrets of the most spontaneous and real language

**REFERENCE (REF):** 6

<b>GENERAL AIM</b>	To acquire effective and efficient body language techniques
<b>SPECIFIC AIMS:</b>	To provide participants with all the information needed to be able to understand what is hidden behind words and improve their communication skills for more effective professional and interpersonal relationships.
<b>DETAILED TARGET:</b>	Open to all
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Recognition of specific movements / expressions and the ability to respond accordingly</li> <li>• Presenting ourselves (to customers, partners, friends)</li> <li>• Improving our movements / expressions</li> <li>• Application of positive aspects of body language and control of movements and messages at major events</li> <li>• Recognition of various movements of men and women</li> <li>• Global expressions</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Lecture and practical exercises of thematic content
<b>DURATION:</b>	7 hours (1 day)
<b>WEBSITE:</b>	<a href="http://www.conicontraining.com/training/scheduled-seminars/body_language_seminar/?utm_source=Conicon+Training+%26+Consulting&amp;utm_campaign=109f24a997-Body+Language_new+template&amp;utm_medium=email&amp;utm_term=0_8d29af50e0-109f24a997-174976437">http://www.conicontraining.com/training/scheduled-seminars/body_language_seminar/?utm_source=Conicon+Training+%26+Consulting&amp;utm_campaign=109f24a997-Body+Language_new+template&amp;utm_medium=email&amp;utm_term=0_8d29af50e0-109f24a997-174976437</a>
<b>CONTACT:</b>	Ms Vasiliki Christofi, Trainer – Conicon Training and Management Consulting
<b>WHY HAVE YOU CHOSEN IT:</b>	The following knowledge traits of KC1 are being covered by this curriculum: <ul style="list-style-type: none"> <li>a. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> </ul>

	<p>b. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</p> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <p>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</p> <p>b. Confidence when speaking in public.</p> <p>c. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</p>
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**NAME OF THE TRAINING:** Think on Your Feet Course

**REFERENCE (REF):** 7

<b>GENERAL AIM</b>	This practical, intensive program will dramatically improve participants' oral communication skills, enabling them to get their point across clearly, concisely, persuasively and memorably
<b>SPECIFIC AIMS:</b>	<p>The program provides trainees with a number of plans proven to help them think quickly (even when under pressure), organise their thoughts and get to the point.</p> <p>At the end of the program trainees will be able to assemble their thoughts and communicate them effectively during any spoken communication, including:</p> <p>How to achieve clarity – structuring ideas using both sides of the brain and learning how to simplify complex information.</p> <p>The importance of brevity – how to condense your thoughts and get straight to the point.</p> <p>Creating impact – learn how to be more persuasive.</p>
<b>DETAILED TARGET:</b>	Open to all
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Structure what you are thinking - develop a structure to use before you speak.</li> <li>• Get your point and ideas across clearly and persuasively - create a lasting and memorable impression.</li> <li>• Break down technical language - respond in a language that everyone can understand.</li> <li>• Present with greater impact - deliver clear and straight to the point messages.</li> <li>• Be more confident during any verbal communication - by structuring your ideas, you will find it much easier to communicate and never be caught on-the-spot again.</li> <li>• Turn nervousness into energy - channel energy into the message rather than a 'flight and fight' response.</li> <li>• Buy time to gather your thoughts when put on the spot - by using 'bridging' strategies.</li> <li>• Handle objections positively - become more persuasive and lucid.</li> <li>• Answer questions confidently and effectively - condense your thoughts into one coherent, impressive message.</li> <li>• Deal with hostile situations and emotional issues - by delivering a clear, direct and persuasive message.</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Not analysed on the program website
<b>DURATION:</b>	Compact 1-day and comprehensive 2-day versions available.
<b>WEBSITE:</b>	<a href="http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content">http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content</a>
<b>CONTACT:</b>	-

<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>b. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li> <li>c. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> <li>d. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Development of a positive attitude to the mother tongue, recognising it as potential source of personal and cultural enrichment.</li> <li>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> <li>b. Confidence when speaking in public.</li> <li>c. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</li> </ol>
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**NAME OF THE TRAINING:** Powerful Presentations - Public Speaking Course

**REFERENCE (REF):** 8

<b>GENERAL AIM</b>	Powerful Presentations is the course on public speaking for professionals who need to build strong presentation skills.
<b>SPECIFIC AIMS:</b>	<ul style="list-style-type: none"> <li>• How to achieve clarity - learn how to structure your ideas by understanding how to use both the left and right side of your brain. Discover how to simplify complex information, making even complicated technical topics easy for everyone to understand.</li> <li>• The importance of brevity - learn how to condense your thoughts, get straight to the point and deliver a memorable message.</li> <li>• Creating impact - discover how to become more persuasive by taking into account the listener and their interest and core concerns. Add memorable structure and examples to produce lasting impact.</li> </ul>
<b>DETAILED TARGET:</b>	Open to all



<p><b>DETAILED CONTENTS:</b></p>	<ul style="list-style-type: none"> <li>• Mind set and delivery - understand your style; get the right mind set; inject enthusiasm; and passion.</li> <li>• Understand your audience - Make your message clear and impactful; identify potential opportunities and risks.</li> <li>• Define your message - Are you informing, persuading or appealing? Sell the benefits not the features of your idea, concept or product; know your outcome and stick to it.</li> <li>• Prepare a well structured presentation - Agree your key points; define a manageable structure; and use mind maps for remembering and planning your key points.</li> <li>• Bring your presentation to life - inject energy; use visual aids; and audience participation.</li> <li>• Take Control - Embrace tricky questions; deal with difficult audience members; and remain focused.</li> <li>• Group discussion and feedback - based upon you actually delivering a presentation, other attendees and the trainer will provide practical feedback for each delegate to take away.</li> </ul>
<p><b>TRAINING METHODOLOGY:</b></p>	<p>Not analysed on the program website</p>
<p><b>DURATION:</b></p>	<p>1-day session or a more practical 2-day training session</p>
<p><b>WEBSITE:</b></p>	<p><a href="http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content">http://www.illumine.co.uk/write-speak-influence/verbal-communication.html#Content</a></p>
<p><b>CONTACT:</b></p>	<p>-</p>
<p><b>WHY HAVE YOU CHOSEN IT:</b></p>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>b. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> <li>c. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> <li>b. Confidence when speaking in public.</li> <li>c. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</li> </ol>



**NAME OF THE TRAINING:** Communication in the workplace

**REFERENCE (REF):** 9

<b>GENERAL AIM</b>	This course will help improve participants' business communication skills and confidence in communicating at all levels.
<b>SPECIFIC AIMS:</b>	Whether it's writing an e-mail that will get read, making a difficult telephone call or getting your point across in a meeting or presentation, good communication skills are even more essential in today's organisation, where time is money that none of us can afford to waste. This practical one day communication skills course will help participants communicate more efficiently and effectively in their workplace with their colleagues, senior management and clients.
<b>DETAILED TARGET:</b>	The course is for anyone whose wants to improve their written and face to face business communication skills (junior and middle management or at an administrative level)
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• How we communicate</li> <li>• How communication works <ul style="list-style-type: none"> <li>o in our organisations</li> <li>o the problems and pitfalls of poor communication</li> </ul> </li> <li>• The importance of two-way communication <ul style="list-style-type: none"> <li>o speaking and listening</li> <li>o the lost art of listening</li> <li>o being heard</li> </ul> </li> <li>• What to say and how to say it effectively <ul style="list-style-type: none"> <li>o objective led communication</li> <li>o clarifying your aims</li> <li>o developing your messages</li> <li>o written communication skills</li> </ul> </li> <li>• Choosing the most effective communication route <ul style="list-style-type: none"> <li>o email</li> <li>o telephone</li> <li>o face to face</li> <li>o meetings</li> <li>o presentations</li> </ul> </li> <li>• Assertive communications <ul style="list-style-type: none"> <li>o say what you mean and mean what you say</li> <li>o the value of verbal and non-verbal communications</li> </ul> </li> <li>• Communicating with impact <ul style="list-style-type: none"> <li>o personal impression management</li> <li>o presenting a positive image</li> <li>o body language</li> </ul> </li> </ul>
<b>TRAINING METHODOLOGY:</b>	Not specified on the website of the course
<b>DURATION:</b>	1 day – 6 hours
<b>WEBSITE:</b>	<a href="http://www.the-centre.co.uk/courses/detail/communication_in_the_workplace/">http://www.the-centre.co.uk/courses/detail/communication_in_the_workplace/</a>
<b>CONTACT:</b>	Kerry Johnson, Open Programme Manager – Centre for Strategy and Communication Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	The following knowledge traits of KC1 are being covered by this curriculum: <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> </ol>

	<p>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</p> <p>The following skills of KC1 are being covered by this curriculum:</p> <p>d. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</p> <p>e. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</p> <p>f. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</p> <p>The following skills of KC1 are being covered by this curriculum:</p> <p>d. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</p> <p>e. Confidence when speaking in public.</p> <p>f. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</p>
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**NAME OF THE TRAINING:** Building Communication Skills

**REFERENCE (REF):** 10

<b>GENERAL AIM</b>	To help participants understand communication styles and behavioural flexibility to get their ideas across successfully
<b>SPECIFIC AIMS:</b>	This course will enable participants to extend their communication skills by noticing and responding to the non-verbal, unconscious communication of others. Participants will learn a range of tools and techniques to enhance your communication abilities in a range of situations.
<b>DETAILED TARGET:</b>	Open to everyone – Proficiency in written and spoken English is a requirement
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Understanding of the concepts of NLP (neuro-linguistic programming) to our own internal processes.</li> <li>• Identifying new insights into the meaning of our own and others' behaviour.</li> <li>• Methods of fine-tuning our perceptions of others' unconscious communications and of extending the range of your responses.</li> <li>• Methods of building and maintaining rapport with others through matching them in behaviour and specific language patterns.</li> <li>• Methods of observing eye accessing cues and understanding their meaning.</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Informal assessment will take place through group discussion, class room activities, group discussion, and questions and answers sessions as guided by the tutor.
<b>DURATION:</b>	20 hours (10 weekly classes)
<b>WEBSITE:</b>	<a href="http://www.city.ac.uk/courses/short-courses/building-communication-skills#course-detail=0">http://www.city.ac.uk/courses/short-courses/building-communication-skills#course-detail=0</a>

<b>CONTACT:</b>	-
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment.</li> <li>Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> </ol>

**NAME OF THE TRAINING:** Handling difficult people and situations: essential tools

**REFERENCE (REF):** 11

<b>GENERAL AIM</b>	Many of us face difficult encounters with employees or colleagues which, if not handled properly, can have serious repercussions for the whole staff team. This conflict resolution training course will equip participants with tools and techniques for dealing with different types of situation, giving them the confidence and understanding they need for effective management of difficult situations.
<b>SPECIFIC AIMS:</b>	<p>This course will help participants:</p> <ul style="list-style-type: none"> <li>To be more confident when dealing with difficult people</li> <li>To be able to look beyond personalities to the real issues in order to resolve problem situations.</li> <li>To learn communication skills for dealing with difficult team members whilst ensuring a positive outcome, all in a confidential and safe environment for discussing sensitive issues.</li> </ul>
<b>DETAILED TARGET:</b>	The course is for anyone who wants to develop their skills in the area of people management.
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>Knowing how and when to tackle issues</li> <li>What makes people behave in a difficult way</li> <li>Understanding different types of problem behaviour</li> <li><b>The essentials of good communication</b></li> <li><b>How to build your confidence and assertiveness</b></li> <li><b>Identifying and dealing with behaviour problems before they happen</b></li> </ul>

	<ul style="list-style-type: none"> <li>• How to ask for a change in behaviour</li> <li>• Managing conflict training</li> <li>• Dealing with aggression</li> <li>• Adapting styles of communication to different situations</li> <li>• How to problem solve and negotiate with difficult people</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Not specified on the website of the course
<b>DURATION:</b>	1 day – 6 hours
<b>WEBSITE:</b>	<a href="http://www.the-centre.co.uk/courses/detail/handling_difficult_people_and_situations/">http://www.the-centre.co.uk/courses/detail/handling_difficult_people_and_situations/</a>
<b>CONTACT:</b>	Kerry Johnson, Open Programme Manager – Centre for Strategy and Communication Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Sound knowledge of basic vocabulary, functional grammar and style, functions of language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>e. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment.</li> <li>b. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> </ol>

**NAME OF THE TRAINING:** Executive Secretaries and Personal Assistants' Program

**REFERENCE (REF):** 12

<b>GENERAL AIM</b>	This <b>training course</b> covers the essential knowledge and skills required for a successful career as <b>Executive Secretary</b> or <b>Personal Assistant</b> . The training agenda looks at the role of the modern secretary and provides insight of how to carry out duties related to office administration and management. Course participants will be able to align their personal performance to their organisations' vision and objectives.
<b>SPECIFIC AIMS:</b>	<p>Course objectives</p> <ul style="list-style-type: none"> <li>• To examine the evolving role of the modern secretary</li> <li>• To carry out your duties more efficiently and effectively</li> <li>• To update and raise standards of office management</li> </ul>

	<ul style="list-style-type: none"> <li>• To align personal performance to organisational vision and success</li> <li>• To develop interpersonal skills and manage excellent teams</li> <li>• To enhance career opportunities and promotion capabilities</li> </ul>
<b>DETAILED TARGET:</b>	Senior secretaries, executive secretaries, personal assistants and top-level management secretaries.
<b>DETAILED CONTENTS:</b>	<p><b>Office organisation</b></p> <ul style="list-style-type: none"> <li>• Practical solution focused management skills</li> <li>• How to support good workflow in the office for employee productivity</li> <li>• How to manage the day-to-day running of the office</li> <li>• Dealing with suppliers and developing good buying relationships</li> </ul> <p><b>Arranging meetings and taking minutes</b></p> <ul style="list-style-type: none"> <li>• Best practice for handling meetings</li> <li>• The role of teams and teambuilding</li> <li>• Taking accurate minutes and following up</li> <li>• Arranging the environment for best meeting atmosphere</li> </ul> <p><b>Event management</b></p> <ul style="list-style-type: none"> <li>• Planning, arranging and monitoring events</li> <li>• Coordination and facilitation skills</li> <li>• How to manage different suppliers to deliver a successful event</li> <li>• Managing on time and on budget</li> </ul> <p><b>Verbal communication skills</b></p> <ul style="list-style-type: none"> <li>• How to communicate clearly and concisely</li> <li>• How to express ideas and core objectives to diverse audiences</li> <li>• Communicating with a confident voice</li> </ul> <p><b>Written communication skills</b></p> <ul style="list-style-type: none"> <li>• Report writing, structure, theme, and executive summary</li> <li>• Aiming reports to different stakeholders</li> <li>• Email communication best practice</li> <li>• Letter writing skills</li> </ul> <p><b>Team-working</b></p> <ul style="list-style-type: none"> <li>• Creating winning teams, key roles and team dynamic</li> <li>• How to motivate staff and ensure results</li> <li>• How to create interventions for team conflicts and problems</li> <li>• The pitfalls of under-performing teams and how realign them</li> </ul> <p><b>Time and stress management</b></p> <ul style="list-style-type: none"> <li>• Emotional intelligence vs. Intelligence Quotient (IQ)</li> <li>• The psychology of well-being and performance</li> <li>• How to deal with pressure and stress in the workplace</li> <li>• How to encourage high performance without creating stress</li> </ul> <p><b>Presentation skills</b></p> <ul style="list-style-type: none"> <li>• Delivering professional and memorable presentations</li> <li>• How to write a speech for conferences and events</li> <li>• Proven public speaking tips and techniques for charismatic presentations</li> <li>• Managing nerves and overcoming fear of public speaking</li> </ul> <p><b>Travel management</b></p> <ul style="list-style-type: none"> <li>• Making travel arrangements (i.e. arranging flights, accommodation, visas)</li> <li>• Managing timelines and preparing contingencies</li> </ul>

	<ul style="list-style-type: none"> <li>• Negotiation with suppliers and getting the best quotes</li> <li>• Researching the best routes for a journey both locally and internationally</li> </ul>
<b>TRAINING METHODOLOGY:</b>	Not specified on the website of the course
<b>DURATION:</b>	2 weeks
<b>WEBSITE:</b>	<a href="http://www.lct.co.uk/courseCategory/executive-secretaries-and-personal-assistants-programme/">http://www.lct.co.uk/courseCategory/executive-secretaries-and-personal-assistants-programme/</a>
<b>CONTACT:</b>	Rohit Chandiramani, General Manager - London Corporate Training
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Sound knowledge of basic vocabulary, functional grammar and style, functions of language.</li> <li>b. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>c. Awareness of different types of literary text (fairy tales, myths, legends, poems, lyric poetry, theatre, short stories, novels) and their main features as well as types of non-literary text (CVs, applications, reports, editorials, essays, speeches, etc.) and their main features.</li> <li>d. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</li> <li>c. Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</li> <li>d. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li> <li>e. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> <li>b. Confidence when speaking in public.</li> </ol>

**NAME OF THE TRAINING:** Professional Business Writing for Pas

**REFERENCE (REF):** 13

<b>GENERAL AIM</b>	<p>This seminar is for trainees to understand the importance of written communication in the workplace, and that effective professional written communication has its own rules, models and structures.</p> <p>Participants will also identify their individual areas for improvement and will acquire the necessary skills that will improve their professional writing.</p>
<b>SPECIFIC AIMS:</b>	<p>By the end of the seminar, participants will be able to:</p> <ul style="list-style-type: none"> <li>• use effective strategic writing effective regardless of the type of business document</li> <li>• produce successfully any kind of professional document, such as letters, emails, faxes</li> <li>• adopt a way of writing which will focus on the reader, which will also be systematic and professional</li> <li>• organise rapidly ideas and information which they wish to communicate to the reader</li> <li>• improve the way of writing business documents , through better use of language</li> <li>• create a strong impact through documents they create</li> </ul>
<b>DETAILED TARGET:</b>	<ul style="list-style-type: none"> <li>• Administrative and secretarial support officers</li> <li>• Secretaries</li> <li>• Personal Assistants</li> <li>• Office managers</li> </ul>
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Strategic issues for effective written communication</li> <li>• The Business Writing Model</li> <li>• The structure of professional writing</li> <li>• Professional emails, faxes, and so on.</li> </ul>
<b>TRAINING METHODOLOGY:</b>	A workshop-based methodology is used including group and individual exercises and training methods through which participants will be able to practice in any subject taught.
<b>DURATION:</b>	1 day – 7 hours
<b>WEBSITE:</b>	<a href="http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1914&amp;TrainingCourseCategoryID=184">http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1914&amp;TrainingCourseCategoryID=184</a>
<b>CONTACT:</b>	Mrs Christiana Knais, General Manager – MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Sound knowledge of basic vocabulary, functional and style, functions of language.</li> <li>b. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> <li>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</li> <li>c. Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</li> <li>d. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li> </ol>



	<p>e. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</p> <p>f. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral (speeches, conversations, instructions, interviews, debates).</p> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <p>a. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</p>
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**NAME OF THE TRAINING:** Successful Telephone Techniques

**REFERENCE (REF):** 14

<b>GENERAL AIM</b>	<p>The telephone is often the first contact that customers and partners have with the company or organisation. In today's competitive environment it is particularly important that the first impression is excellent.</p> <p>The use of effective telephone techniques allows the company to convey a professional image to the customer. At the same time, good telephone techniques can maximise the effectiveness in intercompany telephone communications, minimize misunderstandings and conflicts, and generally promote professionalism in business. The use of correct telephone techniques can be a competitive advantage for a business since employees can use the phone in a way that serves the business' purpose and objectives.</p>
<b>SPECIFIC AIMS:</b>	<p>By the end of the program participants will be able to:</p> <ul style="list-style-type: none"> <li>• Adopt a professional telephone communication</li> <li>• Use proper vocal techniques</li> <li>• Use their body language in a way that effectively supports their telephone communication</li> <li>• Handle incoming and outgoing calls</li> <li>• Implement telesales and efficiently collect debts</li> <li>• Manage telephone complaints and conflicts</li> <li>• Be aware that success in telephone techniques focuses on small and important details</li> </ul>
<b>DETAILED TARGET:</b>	<ul style="list-style-type: none"> <li>• Receptionists</li> <li>• Call center employees</li> <li>• Secretaries</li> <li>• Personal Assistants</li> <li>• General office staff handling phone calls either internally or with external customers</li> <li>• Debt collection employees</li> <li>• Customer service employees</li> </ul>
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• <b>Definition of a professional (telephone) communication</b></li> <li>• Effective telephone techniques</li> <li>• <b>Active listening</b></li> <li>• Incoming and outgoing phone calls</li> <li>• Telesales and Debt Collection</li> <li>• Effective conflict resolution and complaints handling</li> </ul>
<b>TRAINING METHODOLOGY:</b>	<ul style="list-style-type: none"> <li>• Interaction between learners and the speaker</li> <li>• Group discussion</li> <li>• Exercises</li> <li>• Role plays</li> <li>• Mini workshops</li> </ul>



	<ul style="list-style-type: none"> <li>• Educational Videos</li> <li>• Games</li> <li>• Desing of Plan of Action</li> </ul>
<b>DURATION:</b>	1 day – 7 hours
<b>WEBSITE:</b>	<a href="http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=166&amp;Trainin gCourseCategoryID=188">http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=166&amp;Trainin gCourseCategoryID=188</a>
<b>CONTACT:</b>	Mrs Christiana Knais, General Manager, MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> <li>b. Confidence when speaking in public.</li> <li>c. Development of a positive attitude to intercultural communication.</li> </ol>

**NAME OF THE TRAINING:** Effective Office Management for the Professional Administrative Assistant

**REFERENCE (REF):** 15

<b>GENERAL AIM</b>	<p>The modern business environment is characterized by fast and strong competitiveness. As a consequence, all company officials need to upgrade their skills to enable them to cope. The secretarial and administrative staff of the company has an important role to play in increasing the productivity and competitiveness of the company, since they have the primary role of supporting the management.</p> <p>The seminar aims to equip participants with new skills in key aspects of effective office organisation, quality service, effective communication, time management and priorities in order to to align their work with their company's strategic goals and transform simple secretaries and assistants to Office Managers.</p>
<b>SPECIFIC AIMS:</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with clients and colleagues with a view to quality service</li> <li>• control the pressure and stress, setting priorities in work</li> <li>• earn the trust and respect of colleagues working on a long term and not on a short term basis</li> <li>• enhance their role and skills by helping the company develop at the same time</li> </ul>

<b>DETAILED TARGET:</b>	<ul style="list-style-type: none"> <li>• Administrative Officers</li> <li>• Personal Assistants,</li> <li>• Head of office (Office Managers),</li> <li>• Secretaries (e.g. Private Secretaries).</li> </ul>
<b>DETAILED CONTENTS:</b>	<ul style="list-style-type: none"> <li>• Current Requirements</li> <li>• Quality Service</li> <li>• <b>Effective Communication</b></li> <li>• <b>Conflict and Complaints</b></li> <li>• <b>Dealing with complaints</b></li> <li>• Effective Business Communication</li> <li>• Handling of Messages</li> <li>• Building cooperation relationships</li> <li>• Surviving changes</li> </ul>
<b>TRAINING METHODOLOGY:</b>	<ul style="list-style-type: none"> <li>• Exercises</li> <li>• Group discussion</li> <li>• Role-plays</li> <li>• Case studies for practical exercises</li> </ul>
<b>DURATION:</b>	2 days – 14 hours
<b>WEBSITE:</b>	<a href="http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=4&amp;TrainingCourseCategoryID=183">http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=4&amp;TrainingCourseCategoryID=183</a>
<b>CONTACT:</b>	Mrs Christiana Knais, General Manager, MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the paralinguistic features of communication (voice-quality features, facial expressions, postural and gesture systems).</li> <li>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>f. Ability to formulate one’s arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> </ol>

**NAME OF THE TRAINING:** European Personal Assistant (EUPA) Level 2 (WORK AREA 2.3)

**REFERENCE (REF):** 16

<b>GENERAL AIM</b>	<p>EUPA level 2 training programme has been developed through a European project (Leonardo Da Vinci Development of Innovation).</p> <p>The programme is a complete guide for the development of the basic knowledge, skills and competences a personal assistant should have.</p> <p>The curriculum is structured in 21 training modules where each training module handles the development of one unit (one or more learning outcomes). This section concerns the Work Area 2.3 Communication, Telephone Handling, and Social Relationships.</p> <p>After the completion of this programme, participants can take the EUPA assessment and get the EUPA Level 2 certification.</p>
<b>SPECIFIC AIMS:</b>	<p><b><u>Work Area 2.3 Communication, Telephone Handling, and Social Relationships</u></b></p> <p><u>2.3.1 Use of business communication skills clearly and effectively</u></p> <p><u>LO007:</u> Be able to recall the main principles of effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform PR activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <p><u>2.3.2 Use telephone techniques effectively</u></p> <p><u>LO008:</u> Be able to recall the main principles of effective telephone communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <p><u>2.3.3 Understand social skills</u></p> <p><u>LO009:</u> Be able to understand the organisation’s Codes of Conduct within the social, economic and cultural context.</p> <p><u>2.3.4 Recall and apply key principles of good relationships in a clear and effective way</u></p> <p><u>LO010:</u> Be able to recall the key principles of data protection, security and confidentiality within the workplace and apply these principles effectively and efficiently.</p> <p><u>LO011:</u> Be able to recall the key principles of good relationships with customers and other external stakeholders, demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <p><u>LO012:</u> Be able to recall the key principles of good working relationships within the organisation and demonstrate competence in applying these principles in a clear and effective way within the organisation. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p>

<b>DETAILED TARGET:</b>	<ul style="list-style-type: none"> <li>• Personal assistants</li> <li>• Executive secretaries</li> <li>• Secretaries</li> <li>• Administrative assistants</li> <li>• Secretarial personnel</li> </ul>
<b>DETAILED CONTENTS:</b>	<p><b><u>Unit code and Name : 2.3.1 Use of business communication skills clearly and effectively</u></b></p> <p><u>Learning outcomes Numbers</u> : LO007  <u>Duration (hours)</u> : 4 hours  <u>Prerequisites</u>: No prerequisites</p> <p><u>Aims and Objectives in terms of Learning Outcomes:</u></p> <p>LO007: Be able to recall the main principles of effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform PR activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <p><u>Outline:</u></p> <ul style="list-style-type: none"> <li>• Video and analysis: Hello Mr. President</li> <li>• Types of business communication             <ul style="list-style-type: none"> <li>○ verbal and non verbal communication</li> <li>○ written communication</li> </ul> </li> <li>• Verbal communication             <ul style="list-style-type: none"> <li>○ Advantages</li> <li>○ Disadvantages</li> </ul> </li> <li>• Internal and external communication</li> <li>• How information is transmitted</li> <li>• The voice</li> <li>• Body language             <ul style="list-style-type: none"> <li>○ innate or acquired</li> <li>○ gestures, face expressions and eye contact</li> <li>○ distances and meanings</li> <li>○ tables and positions</li> </ul> </li> <li>• Interpersonal communication             <ul style="list-style-type: none"> <li>○ active listening</li> <li>○ interest and respect</li> <li>○ the importance of a speaker’s posture and body language</li> </ul> </li> </ul> <p><b><u>Unit code and Name : 2.3.2 Use telephone techniques effectively</u></b></p> <p><u>Learning outcomes Numbers</u> : LO008  <u>Duration (hours)</u> : 4 hours  <u>Prerequisites</u>: No prerequisites</p> <p><u>Aims and Objectives in terms of Learning Outcomes :</u></p> <p>LO008: Be able to recall the main principles of effective telephone communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.</p> <p><u>Outline:</u></p> <ul style="list-style-type: none"> <li>• Different types of communication</li> </ul>

- The importance of telephone communication
  - Advantages and disadvantages of telephone communication
- Telephone in business communication
  - Identify the reasons you speak on the phone
  - Effectiveness during a phone call (group exercise)
  - A 'wrong' conversation
  - Telephone communication in the workplace
- The structure of a telephone call
- Introduction
  - Incoming and outgoing calls
- Main body of the telephone call
  - Internal and external communication
  - How we receive information
  - Our voice
    - The tone of our voice
    - Characteristics of our voice
    - Use your voice in order to exceed customer expectations
  - Body language
    - Non-verbal communication
    - Body language and telephone communication
  - Words and expressions
    - Using magic words
    - Strategic vocabulary
    - Words to avoid
    - Negative and positive expressions
    - Improve your vocabulary
    - Active listening
    - Game
    - Tips for active listening
    - Disadvantages from not being an active listener
- Completing a phone call
- Good practices
- Voice mails
- Role Plays

**Unit code and Name : 2.3.3 Understand social skills**

Learning outcomes Numbers : LO009

Duration (hours) : 2 hours

Prerequisites: No prerequisites

Aims and Objectives in terms of Learning Outcomes:

LO009 : Be able to understand the organisation's Codes of Conduct within the social, economic and cultural context.

Outline

- Code of conduct
- First impression
  - Successful personal image
  - Professional dress code
  - Types of dress code
- Eight steps to improve your social skills
  - Listen

- Be interested in the other person
- Do not let criticism affect you
- Do not babble
- Treat others as you would like them to treat you
- Keep a positive attitude
- Use silence
- Communicate with more than your words

Methodology:

- Lecture, Group discussion, Role plays
- Methodological tools: Creative group work

Methodological tools:

- EUPA\_LO\_009\_M\_012: Creative social skills

**Unit code and Name: 2.3.4 Recall and apply key principles of good relationships in a clear and effective way**

Learning outcomes Numbers: LO010, LO011 and LO012

Duration (hours): 3 hours

Prerequisites: No prerequisites

Aims and Objectives in terms of Learning Outcomes:

LO010: Be able to recall the key principles of data protection, security and confidentiality within the workplace and apply these principles effectively and efficiently.

LO011: Be able to recall the key principles of good relationships with customers and other external stakeholders, demonstrate competence in applying these principles in a clear and effective way. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.

LO012: Be able to recall the key principles of good working relationships within the organisation and demonstrate competence in applying these principles in a clear and effective way within the organisation. Be able to perform Public Relations activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.

Outline

- Confidentiality in the workplace
  - Definition
  - Case study: How would you deal with the situation
  - Video Analysis
- Confidentiality in the work place
  - Importance
  - The role of personal assistants
- Positive organisational behaviour at work
  - Name days, birthdays and special dates
  - Role play: Resolve the misunderstanding
  - Written apology
    - All communication methods are possible
- Internal and external stakeholders
  - Important stakeholders
  - Relationships with customers and other internal stakeholders
  - Maintenance of relationships with key stakeholders
  - Personal assessment
  - Group exercise: Poster creation

<b>TRAINING METHODOLOGY:</b>	<ul style="list-style-type: none"> <li>• Lecture, Group discussion, Role plays</li> <li>• Methodological tools : Video Analysis, Group exercise with cards, Role play, Simulation, Case study, Creative group work</li> <li>•</li> </ul>
<b>DURATION:</b>	13 hours
<b>WEBSITE:</b>	<a href="http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1904&amp;TrainingCourseCategoryID=562">http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1904&amp;TrainingCourseCategoryID=562</a>
<b>CONTACT:</b>	Mrs Christiana Knais, General Manager, MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Awareness of various types of verbal interaction (conversations, interviews, debates, etc.) and the main features of different styles and registers in spoken language.</li> <li>b. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> <li>c. Awareness of the variability of language and communication forms over time and in different geographical, social and communication environments.</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts.</li> <li>b. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li> <li>c. Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form.</li> <li>d. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</li> </ol> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment.</li> <li>b. Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue.</li> <li>c. Confidence when speaking in public.</li> <li>d. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</li> <li>e. Development of a positive attitude to intercultural communication.</li> </ol>

**NAME OF THE TRAINING:** European Personal Assistant (EUPA) Level 2 (WORK AREA 2.4)

**REFERENCE (REF):** 17

<b>GENERAL AIM</b>	<p>EUPA level 2 training programme has been developed through a European project (Leonardo Da Vinci Development of Innovation).</p> <p>The programme is a complete guide for the development of the basic knowledge, skills and</p>
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	<p>competences a personal assistant should have.</p> <p>The curriculum is structured in 21 training modules where each training module handles the development of one unit (one or more learning outcomes). This section concerns the <u>Work Area 2.4: Written Communication</u>.</p> <p>After the completion of this programme, participants can take the EUPA assessment and get the EUPA Level 2 certification.</p>
<p><b>SPECIFIC AIMS:</b></p>	<p>2.4.1 Use written communication skills to produce a variety of business documents</p> <p>LO013: Be able to recall the main principles of effective forms of written communication and demonstrate competence in applying these principles in a clear and effective way.</p> <p>LO014: Be able to produce a variety of routine business documents (based on predefined templates).</p> <p>LO015: Be able to communicate in writing at a level that is appropriate for business (use business terms, avoid jargon etc.).</p>
<p><b>DETAILED TARGET:</b></p>	<ul style="list-style-type: none"> <li>• Personal assistants</li> <li>• Executive secretaries</li> <li>• Secretaries</li> <li>• Administrative assistants</li> <li>• Secretarial personnel</li> </ul>
<p><b>DETAILED CONTENTS:</b></p>	<p><b><u>Training Material ID : 8</u></b></p> <p><b><u>Unit code and Name: 2.4.1 Use written communication skills to produce a variety of business documents</u></b></p> <p><u>Learning outcomes Numbers:</u> LO013, LO014 and LO015</p> <p><u>Duration (hours):</u> 8 hours</p> <p><u>Prerequisites:</u> No prerequisites</p> <p><u>Aims and Objectives in terms of Learning Outcomes:</u></p> <p>LO013: Be able to recall the main principles of effective forms of written communication and demonstrate competence in applying these principles in a clear and effective way.</p> <p>LO014: Be able to produce a variety of routine business documents (based on predefined templates).</p> <p>LO015: Be able to communicate in writing at a level that is appropriate for business (use business terms, avoid jargon etc.).</p> <p><u>Outline</u></p> <ul style="list-style-type: none"> <li>• Different types of document <ul style="list-style-type: none"> <li>○ Minutes</li> <li>○ Notes</li> <li>○ SMS</li> <li>○ Letters</li> <li>○ Fax</li> <li>○ Memo</li> <li>○ Reports</li> </ul> </li> <li>• Basic principles of written communication <ul style="list-style-type: none"> <li>○ Easy to read</li> <li>○ Visually appealing</li> <li>○ Knowledge of the subject</li> <li>○ Respect for the reader</li> <li>○ Different techniques for different types of information</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ Appropriate tone</li> <li>○ Appropriate words</li> <li>• Business writing tips</li> <li>• Structure of a document <ul style="list-style-type: none"> <li>○ Introduction</li> <li>○ Main body/subject</li> <li>○ Epilogue/Conclusions</li> </ul> </li> <li>• A well-written document</li> <li>• The use of document templates <ul style="list-style-type: none"> <li>○ Apology letter template</li> <li>○ Newsletter template</li> <li>○ Project report template</li> <li>○ Business letter template</li> </ul> </li> <li>• Key points for writing a well-structured business letter <ul style="list-style-type: none"> <li>○ Organization name and address</li> <li>○ Date of issue</li> <li>○ Introduction</li> <li>○ Subject of the letter</li> <li>○ Main part</li> <li>○ Signature</li> </ul> </li> <li>• Business letters <ul style="list-style-type: none"> <li>○ Tips for business letters</li> <li>○ Examples</li> </ul> </li> <li>• Examples of documents <ul style="list-style-type: none"> <li>○ Fax - Writing a fax letter</li> <li>○ Memo - Writing a memo document</li> <li>○ Email - Writing an email</li> </ul> </li> <li>• Template for a new company policy</li> <li>• Written exercise</li> </ul>
<b>TRAINING METHODOLOGY:</b>	<ul style="list-style-type: none"> <li>• Lecture, Group discussion</li> <li>• Methodological tools : Competition, Simulation</li> </ul>
<b>DURATION:</b>	8 hours
<b>WEBSITE:</b>	<a href="http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1904&amp;TrainingCourseCategoryID=562">http://www.mmclearningsolutions.com/TrainingCourse_Card.aspx?TrainingCourseID=1904&amp;TrainingCourseCategoryID=562</a>
<b>CONTACT:</b>	Mrs Christiana Knais, General Manager, MMC Ltd
<b>WHY HAVE YOU CHOSEN IT:</b>	<p>The following knowledge traits of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Sound knowledge of basic vocabulary, functional grammar and style, functions of language.</li> <li>b. Awareness of different types of literary text (fairy tales, myths, legends, poems, lyric poetry, theatre, short stories, novels) and their main features as well as types of non-literary text (CVs, applications, reports, editorials, essays, speeches, etc.) and their main features.</li> <li>c. Understanding the main features of written language (formal, informal, scientific, journalistic, colloquial, etc.).</li> </ol> <p>The following skills of KC1 are being covered by this curriculum:</p> <ol style="list-style-type: none"> <li>a. Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types.</li> <li>b. Ability to write different types of texts for various purposes and monitor the writing process (from drafting to proof-reading).</li> </ol>

	<ul style="list-style-type: none"><li>c. Ability to search, collect and process written information, data and concepts in order to use them in study and to organise knowledge in a systematic way. Ability to distinguish, in listening, speaking, reading and writing, relevant from irrelevant information.</li><li>d. Skills needed to use aids (such as notes, schemes, maps) to produce, present or understand complex texts in written or oral form (speeches, conversations, instructions, interviews, debates).</li></ul> <p>The following attitudes of KC1 are being covered by this curriculum:</p> <ul style="list-style-type: none"><li>a. Willingness to strive for aesthetic quality in expression beyond the technical correctness of a word/phrase.</li><li>b. Development of a love of literature.</li><li>c. Development of a positive attitude to intercultural communication.</li></ul>
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### 3. RECOMMENDATIONS BY STAKEHOLDERS

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1. **Please describe shortly the main recommendations of the stakeholders in regards to curriculum for the Key Competences (Please describe only those key competences you are responsible for).**

As far as the Key Competence “Communication in the Mother Tongue” and the relevance of this to the sector of PAs is concerned, interviews were carried out with HR Professionals, Trainers, Representatives of the sector of Pas and Doctors (representing the profession of PAs in the Health Industry).

The following questions have been asked:

1. **Which knowledge traits, skills and attitudes are important for a Personal Assistant to have (as far as Communication in the Mother Tongue is concerned)?**
2. **By summarising what you have previously stated to be important, please suggest the five most important elements (either knowledge, skills or attitudes) for a PA, as far as Communication in the Mother Tongue is concerned.**
3. **How do you think that the five elements you have suggested could be developed? (eg. through training, work placements, etc.)?**

An analysis follows of the answers to the question **“Which knowledge traits, skills and attitudes are important for a Personal Assistant to have (as far as the ERF is concerned)?”** [Please note that participants were also given a table analysing the elements of knowledge, skills and attitudes under the Key Competence of “Communication in the Mother Tongue”]:

- It has been noted that **all** participants believed that the knowledge element **“Sound knowledge of basic vocabulary, functional grammar and style, functions of language”** is very important, if not essential for a PA.
- **Almost 100%** of the participants considered the skill of **“Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form”** to be significant for a PA.
- In addition, **almost 100%** of the participants considered the attitude of **“Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue”** to be very important for a PA to have.
- **A very large percentage** of participants suggested that the skill of **“Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types”**, as well as the attitude of **“Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment”** are important.
- **A large percentage** of participants also suggested that the skill **“Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one's message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts”** is important.

The answers to the question **“By summarising what you have previously stated to be important, please suggest the five most important elements (either knowledge, skills or attitudes) for a PA, as far as Communication in the Mother Tongue is concerned”** can be analysed as follows:

- **The largest percentage (almost 100%)** of the participants suggested that the knowledge element “**Sound knowledge of basic vocabulary, functional grammar and style, functions of language**”, is one of the 5 most important elements for a PA.
- Most participants also stated that the skills “**Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts**” and “**Ability to formulate one’s arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form**” are two of the most important elements for a PA.

Most answers to the question “**How do you think that the five elements you have suggested could be developed? (eg. through training, work placements, etc.)?**” included training, education and work placements/ work experience. Specifically:

- **The largest percentage (almost 100%)** of the participants suggested that the knowledge element “**Sound knowledge of basic vocabulary, functional grammar and style, functions of language**” can be developed through training and education. Other answers included work experience and coaching.
- In relation to the skills “**Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts**” and “**Ability to formulate one’s arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form**”, **the largest percentage (almost 100%)** suggested that these could be developed through training or work experience.

Summarising all of the above results, it can be suggested that the main recommendations of the stakeholders is that the curriculum for the Key Competences should focus in greater detail/mostly on:

- The knowledge element “**Sound knowledge of basic vocabulary, functional grammar and style, functions of language**”,
- The skills element “**Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts**”,
- The skills element “**Ability to formulate one’s arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form**”,
- The attitudes element “**Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue**”,
- The skills element “**Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types**”,

- The attitudes element “**Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment**”.

In addition, all of these elements of knowledge, skills and attitudes of the Communication in the Mother Tongue competence could be developed mainly through training and work experience, and sometimes through education. Therefore, the curriculum should mainly focus on these methods in relation to the elements above.

**What main skills do stakeholders require from personal assistants in regards to the Key Competences? (Please describe only those key competences you are responsible for).**

As stated in the previous question, stakeholders *mainly* require from PAs the following elements of knowledge, skills and attitudes in regards to the Key Competence of Communication in the Mother Tongue:

- Sound knowledge of basic vocabulary, functional grammar and style, functions of language,
- Ability to communicate, in written or oral form, and understand, or make others understand, various messages in a variety of situations and for different purposes. Communication includes the ability to listen to and understand various spoken messages in a variety of communicative situations and to speak concisely and clearly. It also comprises the ability to monitor whether one is getting one’s message across successfully and the ability to initiate, sustain and end a conversation in different communicative contexts,
- Ability to formulate one's arguments, in speaking or writing, in a convincing manner and take full account of other viewpoints, whether expressed in written or oral form,
- Disposition to approach the opinions and arguments of others with an open mind and engage in constructive and critical dialogue,
- Ability to read and understand different texts, adopting strategies appropriate to various reading purposes (reading for information, for study or for pleasure) and to various text types,
- Development of a positive attitude to the mother tongue, recognising it as a potential source of personal and cultural enrichment.

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