	FICHE PROGRAMME D'UNE ACTION DE FORMATION	TuniPAGES ACADEMY AGREMENT N° 5221118

Theme: Business English

Objectives:	**Pedagogical Objectives**:
• The purpose of this training course is to provide trainees with the business jargon, which is going to be useful in their work, especially in their contact with international companies, and to reinforce their communication skills.	• The trainees in general should know business English related to different situations in order to communicate with each other and with foreigners in an efficient way.

Training Session	Hours	Content

Level 1	**36H**	1- **Jobs: - Countries, nationalities, and jobs**
		    - Socializing: Saying hello and goodbye
		2- **Products and services: - Company types and activities**
		    - Exchanging information: Booking and ordering by phone
		3- **Location: - Location and company buildings**
		    - Telephoning: Leaving telephone messages
		4- **Technology: - Technology and functions**
		    - Exchanging information: Asking for and offering help
		5- **Communication: - Documents and correspondence**
		    - Exchanging information: Solving problems
		6- **Contacts: - Food and drink menu**
		    - Socializing: Making conversation
		7- **Departments: - Responsibilities and departments**
		    - Exchanging information: Showing a visitor round
		8- **Employment: - Employment**
		    - Meetings: Arranging to meet
		9- **Competition: - Competition**
		    - Meetings: Comparing and choosing
		10- **Teamwork: - Working in teams**
		    - Meetings: Giving opinions
		11- **Travel: - Air travel**
		    - Travel: Staying at a hotel
		12- **Schedules: - Calendars and schedules**
		    - Meetings: Planning a schedule

Level 2	36H	1- **Companies: - Company facts**
		- Socializing: Introducing yourself and others
		2- **Contacts: - Describing your job and job contacts**
		- Telephoning: Making and receiving telephone calls
		3- **Visitors: - Company structure**
		- Presenting: Visual information
		4- **New products: -The development process**
		- Meetings: Giving a report
		5- **Employment: - Job benefits and employment procedures**
		- Meetings: Discussing progress
		6- **Customer service: - Customer satisfaction**
		- Meetings: Asking for and giving opinions
		7- **Travel: - Travel**
		- Socializing: Making small talk and developing a conversation
		8- **Orders: - Orders and deliveries**
		- Meetings: Making and responding to suggestions
		9- **Selling: - Sales and advertising**
		- Meetings: Controlling the discussion
		10- **New ideas: - Green initiatives**
		- Presenting: Giving a formal presentation
		11- **Entertaining: - Corporate entertainment**
		- Socializing: Invitations and offers
		12- **Performance: - Evaluating performance**
		- Presenting: Describing trends
		13- **Future trends: - Global issues**
		- Meetings: Predicting
		14- **Time: - Managing time**
		- Exchanging information: Negotiating conditions
		15- **Training: - Personal development and training**
		- Exchanging information: Showing understanding and suggesting solutions
		16- **Your career: - Careers**
		- Presenting: Giving a personal presentation

Level 3	36H	1- **Working life: - Describing work**
		           - Socializing: Introductions and saying what to do
		2- **Projects: - Projects**
		           - Meetings: Updating and delegating tasks
		3- **Leisure time: - Work-life balance**
		           - Exchanging information: - Talking about leisure
		                          - Exchanging contact details
		4- **Services & systems: - Service**
		           - Presenting: - Explaining how something works
		                          - Comparing new with old
		5- **Customers: - Customer service**
		           - Exchanging information: - Getting information
		                          - Making and changing arrangements
		6- **Guests & visitors: - Business travel**
		           - Socializing: Welcoming visitors
		7- **Security: - Security at work**
		           - Presenting: Explaining and asking about changes
		8- **Working together: - Teamwork and partnerships**
		           - Meetings: Presenting and discussing plans
		9- **Logistics: - Logistics and supply chains**
		           - Exchanging information: Placing and handling orders
		10- **Facilities: - Describing a place of work**
		           - Meetings: Making suggestions and recommendations
		11- **Decisions: - Decision-making**
		           - Meetings: Participating in a discussion
		12- **Innovation: - Innovation and new ideas**
		           - Presenting: Giving a formal presentation
		13- **Breakdown: - Breakdowns and faults**
		           - Exchanging information: Discussing problems
		14- **Processes: - Processes**
		           - Socializing: Planning future contact
		15- **Performance: - Personal qualities**
		           - Meetings: Appraising performance and setting objectives
		16- **Success: - Fact-finding and achievement**
		           - Meetings: Reporting back

Critères et indicateurs d'évaluation :
Examens de certification à la fin de chaque session de formation.
   NB : fiche à établir par la structure de formation.