For organisations to grow, so must their people

> Recent global events have emphasised the need for organisations to innovate, to remain competitive and sustainable. Changes in the way we work, including digital transformation, cross-border teams, increased mobility and hybrid working, highlight the need to build a strong, agile, resilient workforce with the right skills to increase productivity and improve performance.
>
> The traditional focus on developing job-specific technical skills has given way to two emerging areas of focus – digital fluency and 'power skills'. Power skills, formerly known as soft skills, such as communication, language, collaboration and leadership, are no longer 'nice to haves'. They are essential and can boost confidence and productivity, empowering teams to rise to these new challenges, embrace new opportunities and lay foundations for future success.

In recent studies, almost nine out of ten managers and executives report that their organisations face skills gaps now or will do in the next five years. To close these gaps, upskilling and reskilling need to be top of mind for business leaders and learning and development teams.

Our experienced teams help you to create scalable, customised programmes designed to deliver the optimum combination and level of power skills. Finding the right solution to build these skills is crucial for employee performance and vital for organisations to thrive in today's turbulent, global, multicultural work environment.

Dylan Jones - Director, Education, Government and Corporate Partnerships

Online

In-person

Worldwide

English Courses

Professional Communication Skills

Assessment and certificates

Contents

Click to return to menu

Why choose us?

We have an unparalleled track record of 80+ years of partnering with corporate, government and education organisations in 80+ countries to grow English and communication skills.

Working with the British Council gives you access to:

- Thought leaders in language and communication skills and assessment
- Targeted, scalable learning solutions to match different contexts, role types and budgets
- Experienced content and course design teams
- Engaging, accredited trainers who understand your context
- Assessment, engagement and evaluation data to help you track impact and RoI.

80m
Learners trained **online**

400k
Trained at our centres in **47 countries**

2m+
language tested annually

Working with us

We take the pain out of training course design and evaluation by supporting L&D, HR and business managers through our 4-step process.

We take the time to fully understand your requirements, context and learning goals to design the right programme, timetable and delivery platform for your solution. We'll deliver your course with experienced, qualified trainers and use assessments and dashboards to help you track progress, training impact and ROI.

Consultation
- ✔ Understand your context
- ✔ Identify learning needs
- ✔ Set clear, measurable goals

Solution design
- ✔ Curate solutions
- ✔ Personalise content
- ✔ Integrate assessment

Delivery
- ✔ Engage your teams
- ✔ Develop relevant, transferable skills
- ✔ Ensure progress

Evaluation
- ✔ Track and report progress
- ✔ Report on ROI
- ✔ Communicate success to stakeholders

Flexible learning options

Scalable, engaging, impactful delivery. Our training, coaching and assessments are available in a range of flexible delivery options to fit your organisation's requirements, timeframe and budget

Online

Choose from live learning, self-study and blended learning options in closed or public groups or 1-2-1. Courses are adaptive, and delivered worldwide by experienced British Council teachers.

In our centres

Learn in-person with our experienced teaches in closed or public groups or 1-2-1. Our network of global centres covers over 40 countries.

At your location

We are also able to come to you to deliver closed-group courses. Choose the course content, timetable and assessment options that suit you.

Our courses

Our **Professional Communication Skills** courses develop targeted skills for quick improvement in a specific workplace context.

Each module develops a clearly defined competency,. We offer courses for different industries and role-types, catering for different levels of English. **A**dvanced courses build level for groups.

Click links to go to course

Communicating with Executive Presence

A

Enhance your professional image and reputation, increase rapport, trust and stakeholder engagement in complex and challenging contexts.

Our course will help your team communicate with confidence, credibility and impact, creating genuine connections with people from diverse backgrounds and adjusting patterns of negative thinking to maintain presence in challenging situations.

Module	Competency	👤	💻
Executive presence essentials	Set goals to strengthen executive presence skills against criteria for advanced performance	●	
Executive presence: building your brand	Adapt and communicate an authentic personal brand in different contexts, to different audiences	●	●
Executive presence: demonstrating credibility	Use strategies to strengthen your reputation and demonstrate credibility with stakeholders	●	●
Executive presence: inspiring confidence	Inspire confidence in others through your vocal and visual presence	●	●
Executive presence: creating a connection	Create genuine connections with people from diverse backgrounds	●	●
Executive presence: managing challenging situations	Adjust your patterns of negative thinking and behaving to enable mindful and positive responses in challenging situations	●	●
Online executive presence	Create an impactful online presence which engages others in an inclusive and meaningful way	●	●
Executive presence mini-clinic	Develop plans to achieve advanced executive presence goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Advanced (C1). Participants must have strong interpersonal skills or have completed the Interpersonal Communication Skills course.
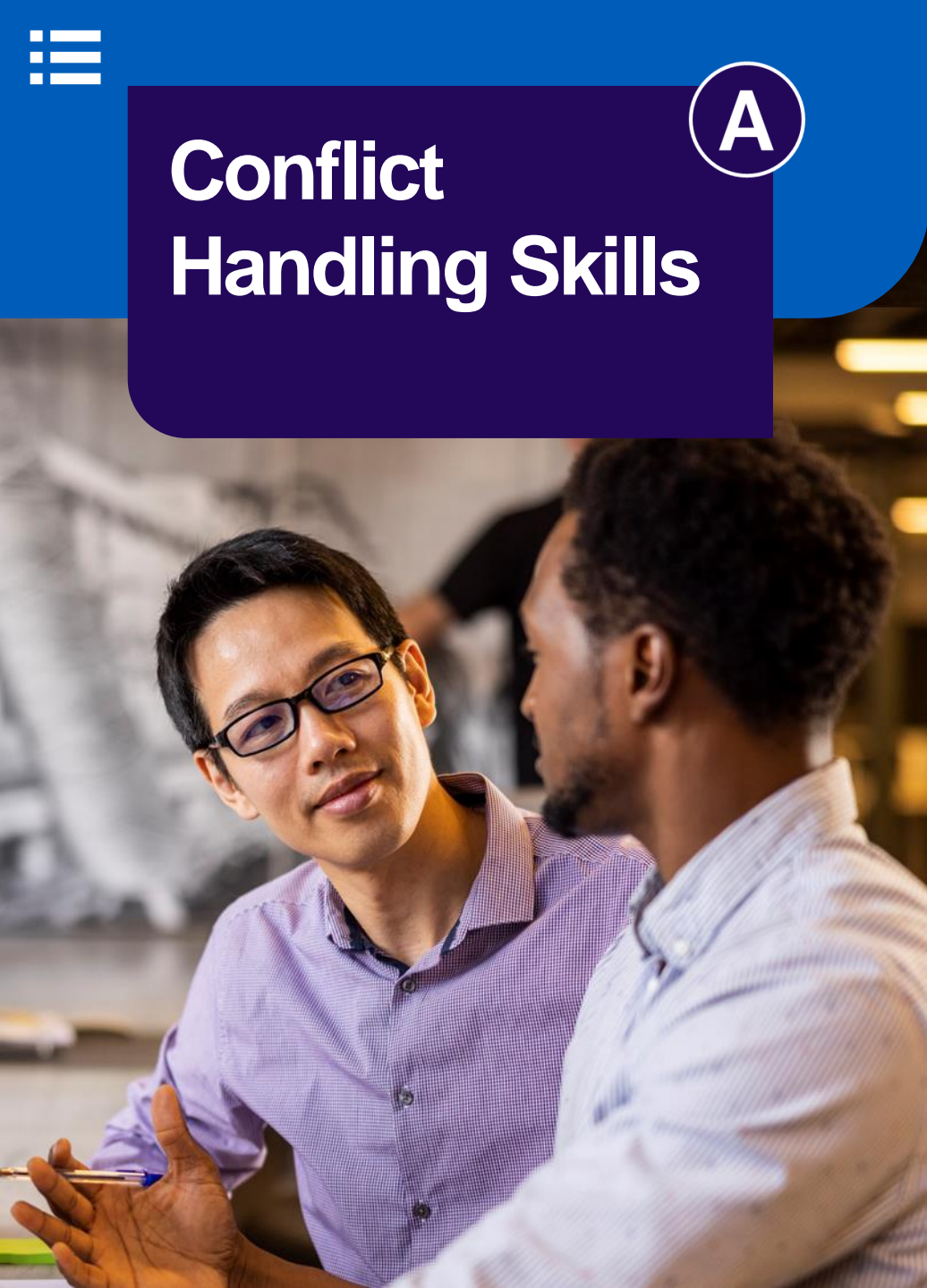
Conflict Handling Skills

A

Increase engagement and collaboration through improved trust, resilience and proactive resolutions to conflict.

Our practical course develops participants' skills in approaching conflict situations and helps them confidently and assertively defuse emotionally charged situations and work proactively to create mutually beneficial solutions.

Module	Competency	👤	💻
Conflict handling essentials	Set goals to improve conflict handling skills by analysing communication against criteria for effective performance	●	
Managing your reactions to conflict	Remain calm and composed in conflict situations to enable constructive dialogue	●	●
Reframing perceptions in conflict situations	Question assumptions and beliefs to frame the conflict situation objectively	●	●
Uncovering needs and wants in conflict situations	Uncover needs and wants in conflict situations to facilitate productive outcomes	●	●
Conflict handling approaches	Select appropriate approaches for handling your conflict situations	●	●
Generating solutions in conflict situations	Propose relevant and realistic solutions in conflict situations	●	●
Defusing emotionally charged situations	Defuse emotionally charged situations using non-verbal and verbal behaviour.	●	●
Conflict handling mini-clinic	Develop plans to achieve conflict handling skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Advanced (C1). Participants must have strong interpersonal skills.

Delivering Service Excellence

Build customer relationships, increase brand loyalty and support business growth through improved communication and customer experience.

Our course develops your teams' skills in rapport-building, effective listening, verbal and non-verbal communication; and enables them to manage challenging situations with confidence.

Module	Competency	🧑	💻
Service excellence essentials	Set goals to improve service excellence skills by analysing behaviour against criteria for effective performance	●	
Mapping the customer journey	Make recommendations on how to improve your customer journey	●	●
Consistent customer service	Consistently use customer service standards to build trust with customers	●	●
Understanding customer needs	Use active listening techniques to understand customer needs	●	●
Building rapport and trust	Genuinely connect with customers to earn trust even in challenging situations	●	●
Communicating with customers	Achieve positive interactions with your customers by aligning verbal and non-verbal communication	●	●
Retaining customers	Use a customer-centric approach to manage a variety of complaints	●	●
Service excellence mini-clinic	Develop plans to achieve service excellence goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Effective Meeting Skills

Project a professional image, increase engagement and productivity and enhance collaboration through stronger meeting skills.

Our course develops your teams' skills in clear, concise and engaging communication and effective note taking in meetings, enabling them to communicate with impact and achieve results.

Module	Competency	👤	💻
Meeting skills essentials	Set goals to improve meeting skills by analysing practice against criteria for effective performance	●	
Taking effective notes in meetings	Take clear and relevant notes during meetings to track communication, actions and outcomes	●	●
Actively participating in meetings	Actively participate in meetings to get your voice heard and contribute to positive outcomes	●	●
Structuring contributions for meetings	Prepare effectively to make a positive contribution in meetings, ensuring they are productive	●	●
Presenting ideas with impact in meetings	Deliver your ideas in an engaging, clear and impactful way to achieve your desired outcome	●	●
Building rapport in meetings	Build and sustain rapport to effectively engage and connect with others during meetings	●	●
Contribute to decision-making in meetings	Communicate your ideas clearly during decision-making meetings to positively influence outcomes	●	●
Meeting skills mini-clinic	Develop plans to achieve meeting skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Effective Mentoring

Drive engagement, learning and skills development and increase influence and impact through effective mentoring.

Our course develops your teams' mentoring skills, including rapport-building, goal-setting, maintaining and concluding the relationship, and builds confidence in overcoming common challenges. Note: course content is the same: in-person courses cover in 4 modules what online courses cover in 6.

Module	Competency	👤	💻
Preparing for mentoring	Prepare to be a successful mentor by evaluating effective mentoring skills and processes	●	●
Establishing a mentoring relationship	Begin the mentoring process effectively, through rapport building and structured goal setting	●	●
Maintaining the mentoring relationship	Maintain a beneficial mentoring relationship through overcoming challenges, reviewing progress and adjusting goals	●	●
Concluding the mentoring relationship	Conclude the mentoring relationship in a positive way, enabling the mentee to sustain the learning and benefits from the process	●	●
Being a successful mentor	Identify the characteristics of a successful mentor and reach an agreement on how a relationship will proceed		●
Tools for successful mentorship	Use tools to set goals and action plan the outcome of a mentoring relationship		●

Minimum recommended English level: Intermediate (B1)

Effective Public Speaking

Raise your profile through targeted, inspiring speeches that result in increased stakeholder engagement.

Our course develops your teams' skills in delivering clear, concise and well-structured speeches, engaging audiences and using EQ to manage challenging situations and deliver memorable speeches with confidence.

Module	Competency	👤	💻
Public speaking essentials	Set goals to improve public speaking skills by analysing speeches against criteria for effective performance	●	
Generating ideas for a speech	Generate ideas to create a speech that is topical and entertaining	●	●
Structuring a speech	Design a structure for a speech that captures and keeps the audience's attention	●	●
The language for speeches	Use language devices to create speeches that are memorable and engaging	●	●
Managing nerves when public speaking	Use techniques to manage nerves and appear calm while delivering a speech	●	●
Non-verbal communication in public speaking	Manage body language and voice to appear confident while delivering a speech	●	●
Managing the unexpected when public speaking	Respond to challenging situations while giving a speech to appear flexible and resilient	●	●
Public speaking mini-clinic	Develop plans to achieve public speaking goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)
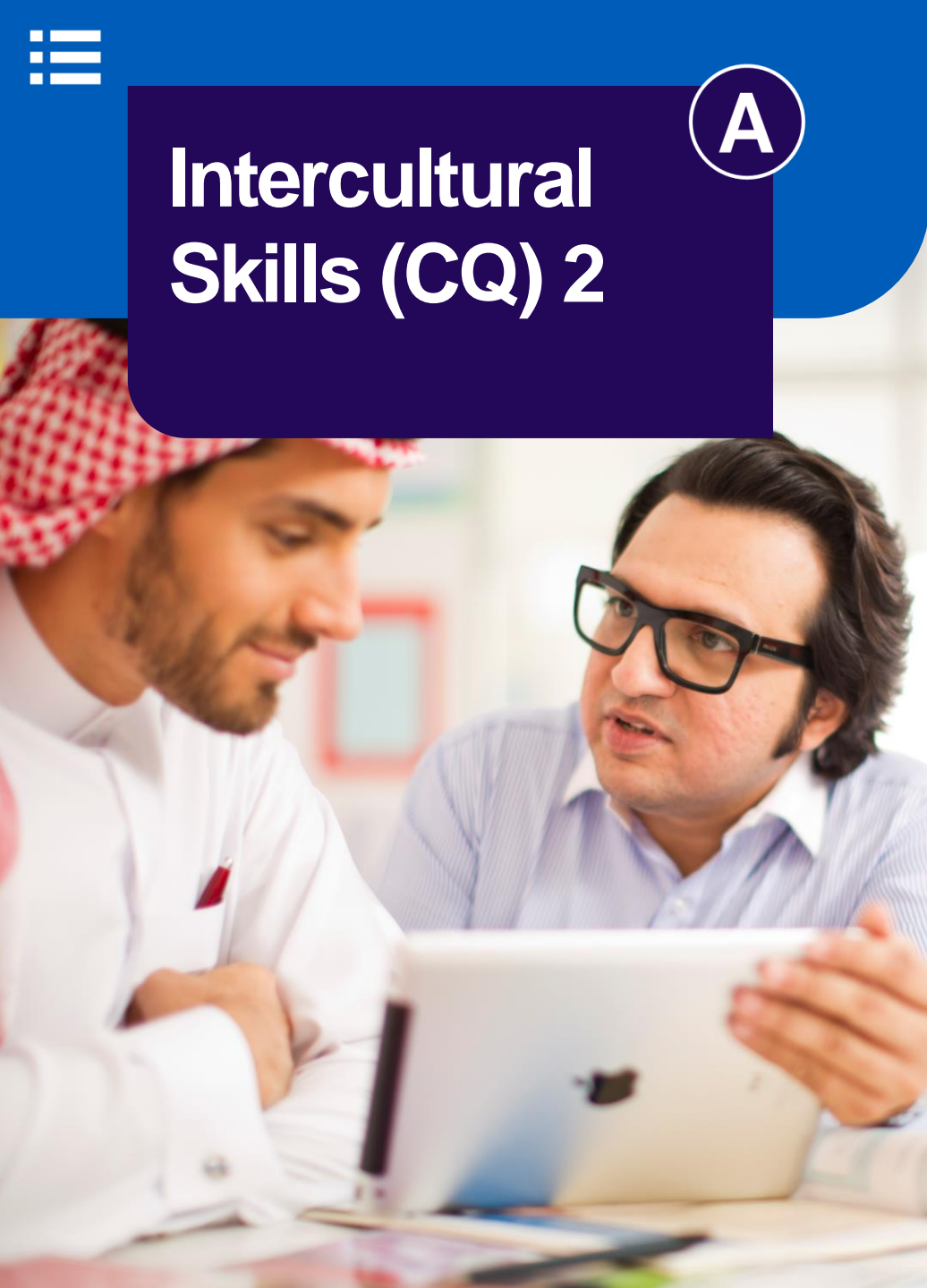
Intercultural Skills (CQ) 1

Strengthen credibility, trust and connections with diverse stakeholders through increased intercultural skills.

Our course develops your teams' intercultural mindset and understanding of difference, along with positive, collaborative communication skills in different cultural contexts.

Module	Competency	🧑	💻
Intercultural essentials	Set goals to improve intercultural skills by analysing practices against criteria for effective performance	●	
Preparing for new intercultural situations	Predict cultural preferences based on context and cultural identity	●	●
Analysing behaviour and preferences in new intercultural situations	Evaluate the positive intent of others' behaviour in new intercultural situations	●	●
Clarifying expectations in intercultural situations	Clarify expectations in intercultural situations using your listening and questioning skills	●	●
Adapting to time and directness preferences	Adapt to different communication and timekeeping preferences in intercultural situations	●	●
Adapting to work preferences	Adapt your behaviour to different work preferences so that you can collaborate effectively in multicultural teams	●	●
Handling uncomfortable intercultural situations	Communicate with confidence and ease in uncomfortable intercultural situations	●	●
Intercultural mini-clinic	Develop plans to achieve intercultural skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Intercultural Skills (CQ) 2

A

Gain a reputation for valuing diverse and inclusive cross-cultural cooperation, drive stakeholder engagement and positively connect across cultures through enhanced intercultural skills.

Our course takes existing CQ to the next level, developing your teams' ability to adopt an inclusive mindset, enhance team CQ and maximise innovation.

Module	Competency	👤	💻
Advanced intercultural essentials	Set goals by analysing practices against criteria for advanced performance	●	●
Enhancing your intercultural empathy	Shift your cultural perspective to connect positively with others across cultural differences	●	●
Managing bias in intercultural situations	Use strategies that critically engage with bias to enable an inclusive team	●	●
Enhancing team CQ	Implement practices for enhancing team CQ to increase engagement	●	●
CQ and collaboration	Facilitate collaboration using effective practices for intercultural interactions	●	●
CQ for creativity and innovation	Leverage the strengths of a diverse team to improve creativity and innovation	●	●
Handling conflict in intercultural contexts	Choose a culturally adapted approach to handling conflict to facilitate positive outcomes	●	●
Advanced intercultural communication mini-clinic	Develop plans to achieve advanced intercultural skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Advanced (C1). Participants must have strong foundations in CQ or have completed Intercultural Communication Skills 1

Interpersonal Communication Skills

Build a reputation for clear, considerate communication that fosters collaboration and achieves goals.

Our course develops your teams' skills in mindful listening and effective verbal and non-verbal communication, enabling them to build rapport, connect with confidence and achieve positive outcomes.

Module	Competency	👤	💻
Interpersonal communication essentials	Set goals to improve interpersonal skills by analysing communication against criteria for effective performance	●	
Structuring clear and coherent messages	Structure clear and coherent messages for common communication purposes at work	●	●
Analysing communication preferences	Flex your communication to ensure positive interactions with others	●	●
Communicating with vocal and physical presence	Strengthen the impact and clarity of your messages with vocal and physical presence	●	●
Establishing rapport with others	Initiate, build and sustain genuine rapport to develop a positive workplace environment	●	●
Being a mindful listener	Stay focused and receptive when listening, making others feel valued and understood	●	●
Creating shared understanding	Use questioning and summarising skills to improve mutual understanding	●	●
Interpersonal communication mini-clinic	Develop plans to achieve interpersonal skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Leading Global Teams

A

Attract and retain high-performing talent, reach business goals and capitalise on opportunities for growth through enhanced leadership skills.

Our course develops emerging and early-mid career leaders' skills in flexing leadership style to enable peak performance, enhancing motivation in on-site, hybrid, and remote teams and optimising personal and team communication through a strategic approach, building psychological safety and trust.

Module	Competency		
Team performance	Flex your leadership style to your teams' trajectory and context to enable peak performance	●	●
Team engagement	Enhance team motivation and performance through targeted and inclusive engagement strategies	●	●
Team communication	Optimise personal and team communication through a strategic approach, building psychological safety and trust	●	●
Matrix and hybrid teams	Create a positive, collaborative, connected hybrid or matrix team culture, enabling flexible, agile, productive working	●	●

Minimum recommended English level: Advanced (C1)

Negotiation Skills

Gain a reputation as a trusted, credible business partner, reach business goals and achieve growth through enhanced negotiation skills.

Our course develops your teams' skills in crafting and delivering effective pitches, building rapport and relationships and overcoming blocks to influence stakeholders and achieve mutually beneficial outcomes.

Module	Competency	👤	💻
Negotiations essentials	Set goals to improve negotiation skills by analysing communication against criteria for success.	●	
Navigate - Doing the groundwork for negotiations	Uncover positions and interests using research and questioning skills to facilitate negotiation	●	●
Establish - Preparing your negotiation pitch	Prepare a persuasive pitch based on a range of potential outcomes that achieve mutual benefit	●	●
Growing relationships with negotiation partners	Build rapport, earn trust and develop purposeful relationships with new and unfamiliar stakeholders	●	●
Making your initial negotiation pitch	Confidently make your initial pitch and respond to questions	●	●
Reframing your initial negotiation pitch	Adapt your initial pitch and approach to move negotiations forward	●	●
Reaching an outcome in negotiations	Reach an agreement and gain commitment to move forward.	●	●
Negotiations mini-clinic	Develop plans to achieve negotiation skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Networking and Relationship Building

Project a professional image and gain access to information, resources and business opportunities through enhanced networking and relationship-building skills.

Our course develops your team's ability to develop a mutually beneficial network of contacts, build rapport and connections and communicate with impact both in-person and online. Note: course content is the same: in-person courses cover in 4 modules what online courses cover in 6.

Module	Competency	👤	💻
Networking and relationship-building essentials	Use a network map to identify your networking needs and manage and increase your contacts	●	●
Preparing to network	Plan effectively to engage new and existing contacts in a meaningful and memorable way	●	●
The networking event	Participate confidently and effectively in networking conversations to make a positive and lasting impression	●	●
Relationship-building	Use a range of strategies and digital tools to develop and maintain relationships and networks	●	●
Networking Dilemmas	Review a range of potential networking problems and work on creating on-the-spot solutions.		●
Planning your future networking	Review your current networking situation. Discuss your current and future networking needs. Review your networking pitch for new contacts.		●

Minimum recommended English level: Intermediate (B1)
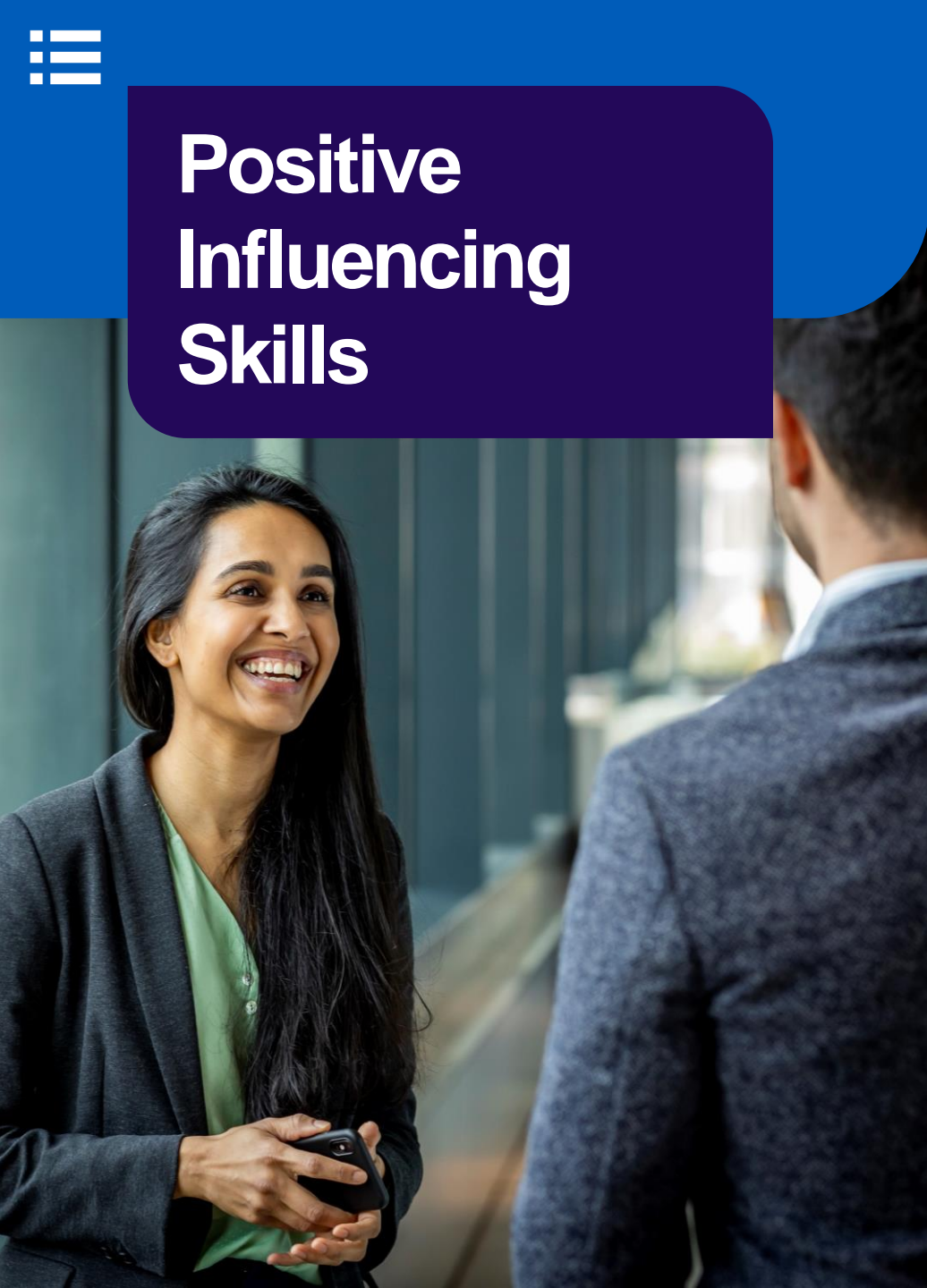
Positive Influencing Skills

Gain a reputation as a credible, engaging partner, inspire action and growth through enhanced positive influencing skills.

Our course develops your teams' ability to plan influencing strategies and use powerful listening, verbal and non-verbal communication skills to project confidence and capability, engage stakeholders and reach influencing goals.

Module	Competency	👤	💻
Positive influencing essentials	Set goals to improve positive influencing skills by analysing communication against criteria for effective performance	●	
Analysing key stakeholders you need to influence	Analyse key stakeholders to lay strong foundations for influencing	●	●
Building trust for positive influencing	Initiate, build and maintain trust to enhance relationships with people you need to influence	●	●
Adapting your influencing style	Adapt your influencing style to a range of stakeholders and contexts in order to better achieve your goals	●	●
Planning your influencing interactions	Select and sequence content to plan key influencing interactions	●	●
Adapting your message in interactions	Gain support for your ideas by adapting your language with your audience in mind	●	●
Influencing through conversation	Engage and influence conversation partners using questioning, listening and non-verbal techniques	●	●
Positive influencing mini-clinic	Develop plans to achieve positive influencing skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Presentation Skills 1

Project a professional image through targeted, interactive presentations that result in stakeholder action.

Our course develops your teams' skills in creating and delivering clear, structured, relevant presentations, handling audience interactions and engaging from the start to achieve desired outcomes.

Module	Competency	👤	💻
Presentations essentials	Set goals to improve presentation skills against criteria for effective performance	●	
Planning presentations to meet audience needs	Align the purpose and outcome of your presentation to your audience's needs to ensure your presentation is relatable and meaningful	●	●
Creating a logical presentation structure	Use structuring and signposting techniques so your presentation is easy to follow	●	●
Making your presentation memorable	Use verbal communication techniques to capture and maintain your audience's attention	●	●
Enhancing presentations with visual aids	Create clear and visually appealing slides to enhance understanding of your presentation	●	●
Polishing your presentations with non-verbal communication	Use non-verbal communication techniques to maintain audience engagement	●	●
Handling interruptions and questions when presenting	Respond professionally to interruptions and questions to build and maintain relationships	●	●
Presentations mini-clinic	Develop plans to achieve presentation skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Presentation Skills 2

Positively influence audiences, increase stakeholder engagement and boost credibility through powerful presentations.

Our course takes existing presentation skills to the next level, developing your teams' ability to fine-tune content and tone, present complex or sensitive information confidently, clearly and diplomatically and engage diverse or challenging presentation audiences.

Module	Competency	👤	💻
Advanced presentations essentials	Set goals to improve presentation skills against criteria for advanced performance	●	X
Communicating key messages in presentations	Deliver clear and relevant key messages so your presentation is meaningful and memorable	●	X
Storytelling techniques in presentations	Use storytelling techniques to make messages and data more meaningful and memorable	●	X
Presenting complex information and data	Present complex information and data so that they are meaningful and easy to understand	●	X
Using interactive presentation techniques	Use interactive techniques to involve your audience and enhance engagement and understanding	●	X
Managing challenges and difficult questions when presenting	Respond professionally and calmly to unexpected challenges and difficult questions to build and maintain relationships	●	X
Presenting to hostile audiences	Adapt your presentation to positively influence a hostile audience	●	X
Advanced presentations mini-clinic	Develop plans and select tools and techniques to achieve advanced presentation skills goals in the workplace	●	X

Minimum recommended English level: Advanced (C1). Participants must have strong foundations in presentation skills or have completed Presentation Skills 1

Winning Presentations (online)

A

Positively influence audiences, increase stakeholder engagement and boost credibility through powerful presentations.

Our course takes existing presentation skills to the next level, developing your teams' ability to fine-tune content and tone, present complex or sensitive information confidently, clearly and diplomatically and engage diverse or challenging presentation audiences.

Module	Competency	👤	💻
Plan powerful presentations	Align the key messages of your presentation to the needs of different audience types	X	●
Become a master of storytelling	Use storytelling techniques to engage the audience and make the presentation memorable and meaningful	X	●
Humour and other ways to engage	Connect with a variety of face-to-face audiences throughout a presentation using interactive techniques and humour	X	●
Memorable language for your presentation	Use contrast, metaphors and rhetorical questions to present ideas in a memorable way that persuades the audience	X	●
Adapt your presentation on the go	Recognise changes in audience needs and use body language cues to adapt your presentation on the go	X	●
If you have a difficult audience…	Select and use appropriate strategies to make hostile or disinterested audiences engage with your presentation and its core message	X	●
Advanced presentations mini-clinic	Develop plans and select tools and techniques to achieve advanced presentation skills goals in the workplace	X	●

Minimum recommended English level: Advanced (C1). Participants must have strong foundations in presentation skills or have completed Presentation Skills 1

Stakeholder Engagement

Earn a reputation as a credible, engaging partner, strengthen connections and drive business growth through enhanced stakeholder engagement.

Our course takes existing influencing skills to the next level, developing your teams' ability to implement a strategic stakeholder engagement approach that aligns with organisational values and business objectives, develop a communication roadmap and engage resistant, disengaged and hostile stakeholders.

Module	Competency	👤	💻
Evaluating your stakeholder engagement approach	Set goals to improve your stakeholder engagement strategy by evaluating your approach against criteria for effective engagement	●	●
Your stakeholder engagement strategy	Adapt your engagement strategy to positively influence diverse stakeholders	●	●
Your stakeholder communication approach	Develop a communication plan for targeted stakeholders to effectively achieve your objectives	●	●
Sustaining engagement with challenging stakeholders	Sustain engagement with challenging stakeholders to maintain relationships	●	●

Minimum English level: Advanced (C1). Participants must have strong foundations in interpersonal and influencing skills or have completed Interpersonal Communication Skills and Positive Influencing Skills

Time and Stress Management

Perform effectively in complex and high-pressure situations through enhanced productivity and efficiency.

Our course develops your teams' skills in planning and prioritising, fine-tuning work patterns and managing stress to work smarter, more efficiently and achieve goals. Note: course content is the same: in-person courses cover in 4 modules what online courses cover in 6.

Module	Competency	👤	💻
Planning and prioritising	Effectively plan and prioritise your tasks to meet deadlines and further your long-term goals	●	●
Working smarter to increase productivity	Use techniques to change your working habits, make improvements and increase personal productivity	●	●
Managing your time with others	Use strategies to save time when working with others while maintaining positive relationships	●	●
Managing stress to increase productivity 1	Use mindfulness and stress management tools to reduce stress and increase productivity	●	●
Managing stress to increase productivity 2	Identify the signs of stress. Uncover simple strategies to reduce stress including refusing requests.		●
Handling high-pressure situations	Identify ways to handle high-pressure situations. Analyse a problem-solving and decision-making process to help manage stress		●

Minimum recommended English level: Intermediate (B1)

Train the Trainer

Boost skills development with results-driven training skills that enhance productivity, performance, staff engagement and brand image.

Our course develops your trainers' skills in planning and delivering relevant, structured, interactive training that captures participants' attention, motivates learning and achieves learning goals.

Module	Competency	👤	💻
Training essentials	Set goals to improve training skills by analysing training against criteria for effective performance	●	
Workshop structure	Design a structure for training sessions that captures and maintains participants' attention	●	●
Interactive delivery	Deliver interactive training sessions that engage participants and facilitate learning	●	●
Participant-led content	Deliver relevant, contextualised training sessions to ensure maximum transfer of learning	●	●
Giving instructions	Give clear, concise, precise instructions in training sessions to ensure productive learning	●	●
Giving feedback	Give effective positive and constructive feedback in training sessions to motivate and improve performance, accelerating learning	●	●
Managing people	Manage common challenges in training sessions to promote a positive and inclusive environment	●	●
Training mini-clinic	Develop plans to achieve training skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Working with EQ 1

Build stronger relationships, enhance collaboration and improve productivity through increased EQ.

Our course develops your teams' self-awareness, ability to manage emotions effectively and to connect with others' feelings to enhance motivation, communication and decision-making.

Module	Competency	👤	💻
EQ essentials	Set goals to improve EQ skills by analysing behaviour against criteria for effective performance	●	●
EQ: developing emotional awareness	Understand your emotional responses to primary emotions in workplace situations	●	●
EQ: understanding your patterns of behaviour	Understand your triggers and patterns of behaviour to build greater self-awareness	●	●
EQ: navigating your emotions	Navigate your emotions to make better decisions	●	●
EQ: evaluating the impact of choices	Evaluate the costs and benefits of your choices to make more meaningful decisions	●	●
EQ: finding your inner drive	Connect with your internal drivers to increase your motivation and engagement	●	●
EQ: demonstrating empathy	Show concern for people's feelings through non-verbal and verbal communication	●	●
EQ mini-clinic	Develop plans to achieve EQ goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Working with EQ 2

A

Foster an adaptable, resilient and productive workforce during challenging, stressful times through enhanced emotional intelligence skills.

Our course takes existing EQ to the next level, developing your teams' ability to remain optimistic and resilient in challenging situations, use an emotionally intelligent thinking process to work productively and maintain positive and supportive working relationships with diverse stakeholders.

Module	Competency	👤	💻
Advanced EQ essentials	Set goals to strengthen existing EQ skills by analysing behaviour against criteria for advanced performance	●	
EQ and emotional regulation	Regulate your emotional state in a variety of workplace situations to enhance outcomes	●	●
EQ and your productivity	Use an optimal thinking process to improve your productivity	●	●
EQ and stress optimisation	Stay positive, proactive and focused during times of stress to maintain confidence, credibility and well-being	●	●
EQ, empathy and compassion	Demonstrate empathy and compassion to people from diverse backgrounds, in a range of situations	●	●
EQ and teamwork	Implement practices for building EQ in your team, to enhance collaboration, creativity and performance	●	●
EQ and change	Demonstrate a positive mindset during times of change, increase resilience and maximise opportunities	●	●
Advanced EQ mini-clinic	Develop plans to achieve advanced EQ goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2). Participants must have strong foundations in EQ or have completed Working with EQ 1

Business Writing Skills 1

Project a professional image through clear, targeted written communication that results in action and achieves goals.

Our course develops your teams' skills in writing concise, accurate, coherent documents effectively and efficiently, engaging stakeholders in different contexts.

Module	Competency	👤	💻
Business writing essentials	Set goals to improve business writing skills by analysing documents against criteria for effective performance	●	
Ensuring your document is complete	Plan document content to ensure the reader has all the information they need	●	●
Coherent business writing	Structure your documents logically so your messages are easy to follow	●	●
Communicating clearly in business writing	Write clearly to ensure documents are easy to understand and avoid miscommunication	●	●
Adapting formality to the business writing context	Adapt word choice to match documents' formality to different audiences and contexts and better engage stakeholders	●	●
Communicating concisely in business writing	Write concise sentences and paragraphs to increase document readability	●	●
Correct business writing conventions and language	Use modern business writing conventions for document layout, formatting and language	●	●
Business writing mini-clinic	Develop plans to achieve business writing goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Business Writing Skills 2

A

Project a credible, engaging image, connect with stakeholders and build relationships in challenging situations through written communication.

Our course takes existing business writing skills to the next level, developing your teams' ability to fine-tune content and tone, communicate complex information clearly and concisely and write constructive feedback diplomatically..

Module	Competency	👤	💻
Advanced business writing essentials	Set goals to strengthen business writing skills against criteria for advanced performance	●	
Writing for different communication preferences	Connect with and influence readers by writing to their communication preferences	●	●
Strategically planning written communication	Strategically plan written communication to engage and influence your readers	●	●
Tone in business writing	Write business communication to align with the tone of the context, ensuring credibility and connection	●	●
Communicating complex information in writing	Communicate complex information clearly and concisely in writing so it is accessible to the audience	●	●
Writing to engage your audience	Write engaging communication that motivates your audience to read your writing	●	●
Writing constructive feedback	Write feedback constructively so the recipient is more receptive to it, helping them learn and grow	●	●
Advanced business writing mini-clinic	Develop your plan to achieve advanced business writing goals in the workplace	●	●

Minimum recommended English level: Advanced (C1). Participants must have strong foundations in business writing or have completed Business Writing Skills 1

Editing and Proofreading Skills (in-person)

Enhance credibility and professionalism through productive, accurate and effective editing and proofreading.

Our course develops your teams' skills in editing documents' language, formatting, structure and clarity as well as enhancing reader engagement through editing for tone and company voice.

Module	Competency	👤	💻
Editing and proofreading essentials	Set goals to improve editing and proofreading by analysing practices against performance criteria	●	X
Editing to make a text complete and organised	Check documents meet briefs and improve their structure to increase understanding	●	X
Editing for tone	Understand documents' readership and ensure the text follows company tone and voice	●	X
Editing for readability	Make documents easier to read to increase understanding and engagement	●	X
Editing and proofreading text consistency	Use style guides and mark up conventions to ensure documents demonstrate consistency	●	X
Editing and proofreading for accuracy	Find and correct grammar, vocabulary and punctuation errors to ensure documents' language is accurate	●	X
Editing and proofreading formatting and layout	Edit formatting and layout to ensure documents are consistent	●	X
Editing and proofreading mini-clinic	Develop plans to achieve editing and proofreading goals in the workplace by selecting tools and techniques for effective performance	●	X

Minimum recommended English level: Advanced (C1)

Proofread to Perfection (online)

Enhance credibility and professionalism through productive, accurate and effective proofreading.

Our course develops your teams' skills in proofreading documents' language, formatting, structure and clarity.

Module	Competency	👤	💻
Proofreading fundamentals	Analyse the difference between proofreading vs editing, understand reading, proofreading strategies and tools	X	●
How to proofread	Analyse the proofreading process, skimming a text for 'gist', checking formatting and layout	X	●
Proofreading –checking language	Use suitable methods to check grammar, check words, spelling and punctuation	X	●
Proofreading –checking spelling and capitalisation	Identify the cause of word errors and check for spelling errors and capitalisation issues	X	●
Proofreading – checking punctuation	Identify and fix punctuation errors in a text	X	●
Proofreading – checking accuracy	Analyse ambiguous sentences, check for consistency and factual accuracy	X	●

Minimum recommended English level: Advanced (C1)

Email Writing Skills 1

Build a reputation for clear, friendly email communication that connects teams and results in action.

Our course develops your teams' skills in managing their inbox, planning, drafting and replying to emails using clear, coherent writing to engage stakeholders and achieve goals.

Module	Competency	👤	💻
Email writing essentials	Set goals to improve email writing skills by analysing documents against criteria for effective performance	●	
Email time-savers	Use email inbox management and time-saving strategies to be more productive	●	●
Planning your emails	Plan emails effectively to achieve your goals and maximise positive outcomes	●	●
Writing formal emails	Write well-structured formal emails	●	●
Writing informal emails	Write well-structured informal emails	●	●
Writing follow-up emails	Write effective follow-up emails that result in action	●	●
Writing effective replies	Write effective email replies that meet your readers' needs	●	●
Email writing mini-clinic	Develop plans to achieve email goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Email Writing Skills 2

A

Engage internal and external stakeholders, project a trust and credibility and enhance credibility in challenging situations through effective emails.

Our course takes existing email writing skills to the next level, developing your teams' ability to adapt content, structure and tone, write challenging and sensitive emails to enhance understanding and maintain engagement.

Module	Competency	👤	💻
Advanced email writing essentials	Set goals to strengthen existing skills by analysing emails against criteria for advanced performance	●	
Writing culturally sensitive emails	Write emails that connect with your reader's style and context to build trustful relationships	●	●
Writing engaging emails	Write emails that convince and motivate your readers to take action	●	●
Communicating difficult news by email	Write emails with difficult news which are considerate of readers' needs and concerns	●	●
Responding to negative feedback emails	Respond to negative feedback in a way that maintains reputation and strengthens relationships	●	●
Refusing email requests	Refuse email requests using a confident and considerate tone to maintain the relationship	●	●
Managing engagement in email threads	Respond effectively in email threads to engage stakeholders and drive outcomes	●	●
Advanced email writing mini-clinic	Develop plans to achieve advanced email writing goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Advanced (C1). Participants must have strong foundations in email writing or have completed Email Writing Skills 1

Grammar Skills for Business Writing

Boost your reputation for professional, effective, efficient written communication that achieves goals through enhanced grammar skills.

Our course increases your teams' ability to accurately use grammatical structures in a range of workplace situations, avoid miscommunication and add variety and interest to engage stakeholders.

Module	Competency	👤	💻
Grammar for business writing essentials	Set goals to improve written grammar skills by analysing documents against criteria for effective performance	●	
Grammar for writing updates and progress reports	Use accurate structures to provide clear and credible written updates and progress reports	●	●
Grammar for writing about future plans	Use accurate grammar to clearly communicate future plans or actions in writing	●	●
Grammar for making written requests	Use accurate language to write requests which positively influence stakeholders	●	●
Grammar for describing and comparing data in writing	Use a range of grammar and vocabulary to describe and compare data clearly in writing	●	●
Grammar for giving written recommendations	Use accurate grammar to write recommendations or advice that are adapted for your audience	●	●
Grammar for reporting workplace communication	Use a range of structures and verbs to report common workplace communications between stakeholders	●	●
Grammar for business writing mini-clinic	Develop plans to achieve written grammar skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Intermediate (B1)

Minute Writing Skills

Project a professional image to stakeholders, be more productive and confidently take action based on accurate, clear, informative minutes.

Our course develops your teams' skills in effective and efficient note-taking, summarising, and minute drafting and enables them to report even sensitive situations confidently and diplomatically.

Module	Competency	👤	💻
Minute writing essentials	Set goals to improve minute writing by analysing practices against criteria for effective performance	●	
Preparing for minute writing	Prepare for your role as minute taker by clarifying expectations and responsibilities so you can produce minutes that meet context expectations	●	●
Note-taking strategies for minute writers	Use suitable methods to effectively take notes during meetings which facilitate the writing of relevant minutes for your context	●	●
Summarising discussions in minutes	Write effective discussion summaries in minutes, aligned with the tone and style of your context	●	●
Documenting decisions and actions in minutes	Write clear, complete action points in minutes to enable productive meeting outcomes	●	●
Reporting sensitive situations in minutes	Report sensitive situations in a diplomatic way so the minutes are an objective, professional record	●	●
Ensuring minutes are clear and complete before sending	Send minutes which are clear, complete and accessible for the audience	●	●
Minute writing mini-clinic	Develop plans to achieve minute writing goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Report Writing Skills

Showcase your expertise to stakeholders, enhance credibility and boost business growth through effective report writing.

Our course develops your teams' skills in drafting clear, insightful, engaging reports that influence others to take action, resulting in informed decision-making and continuous improvement.

Module	Competency	👤	💻
Report writing essentials	Set goals to improve report-writing skills by analysing documents against criteria for effective performance	●	
Writing the background and introduction to a report	Write effective report openings to engage your readers	●	●
Writing credible report findings	Write evidence-based findings that support your report's purpose and key messages	●	●
Using visuals to make reports more appealing	Use visuals to present facts and data in reports in a clear and memorable way	●	●
Writing effective report conclusions	Write unbiased report conclusions that align with report findings	●	●
Writing persuasive report recommendations	Influence your report readers to take action based on your recommendations	●	●
Writing executive summaries	Write well-structured, concise and engaging executive summaries to hook your audience	●	●
Report writing mini-clinic	Develop plans to achieve report-writing skills goals in the workplace by selecting tools and techniques for effective performance	●	●

Minimum recommended English level: Upper-intermediate (B2)

Tracking impact and improvement

Pre-course

- Benchmarking to assess current competency levels in target skills areas
- English proficiency test if needed
- Participant self-assessment
- 360-degree assessment and workplace observations available

During the course

- Self and peer assessment
- Trainer assessment and detailed feedback based on competency levels
- Formal tests available
- Personalised action plan

Post-course

- Self assessment
- Trainer assessment based on competency levels
- Formal tests
- 360-degree assessment
- On-the-job observations

Customising your course

If you are searching for a very specific course or if you need a delivery format or timetable that matches the specific needs of your organisation, we'll help you build it and advise you on the best way to achieve your goals.

We work closely with you to understand your team's current skills levels and learning goals as well as how best to deliver the course within your budget.

- **Select content** from a wide range of individual skills-based modules.
- **Select format:**
  - interactive, full-day workshops
  - A series of shorter interactive workshops
  - Online workshops
  - one-to-one or group coaching
- **Selecting assessment tools** that will give you the best way to measure impact and progress
- **Select your timetable** to maximise engagement and support global or distributed teams.

Assessment and Certification

The British Council is a world leader in assessment. Over 2 million people in more than 90 countries take exams with us each year. We are a trusted assessment partner to industry, academia and governments across the world.

We offer a range of technology-enabled assessments:

EnglishScore
more information

A remote, mobile-based solution for testing, which Provides a simple, trusted and scalable way to benchmark English proficiency across groups.

Common uses
- inform and measure training
- support recruitment and training decisions.

Aptis ESOL
more information

A scalable, supervised and computer-based test that tests all 4 four language skills, with tests for businesses, education institutions and government.

Common uses
- Inform training needs
- Recruit and retain talent
- Organisation-wide certification

Foundation English Test
more information

A quick accurate and affordable test that helps organisations to evaluate students and job applicants with a lower level of English.

Common uses
- Help students enter work.
- Support recruitment and training decisions.

IELTS
more information

The world's most popular English language test for higher education and global migration, delivered online or in accredited test centres.

Common uses
- Assess students for a course taught in English
- Support employee mobility.

Other courses

We offer a broad range of language training and assessment options that target your teams' learning needs.

English Language Skills
Courses that focus on improving reading, writing, listening and speaking skills for a range of situations.

Professional Communication Skills
Targeted training modules that improve spoken and written communication skills for workplace situations.

Courses for universities
Academic English for students and courses for academic staff working in English as a second language.

We can also develop **Customised Courses** to match specific learning goals.

	ONLINE SELF-ACCESS	ONLINE BLENDED	ONLINE LIVE	IN-PERSON (BC CENTRE)	IN-PERSON (OTHER)
ENGLISH LANGUAGE					
General English	●	●	●	●	●
Business English	●	●	●	●	●
IELTS Coach		●	●	●	●
PROFESSIONAL SKILLS					
Professional Skills - Writing			●	●	●
Professional Skills - speaking			●	●	●
Personal Coaching			●	●	●
UNIVERSITY COURSES					
English for Academic Purposes (EAP)				●	●
English for Academic staff			●	●	●
CUSTOMISED COURSES					
Customised English courses (Groups)			●	●	●
Customised English courses (1-2-1)			●	●	●

BRITISH COUNCIL

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