

# COURSE OUTLINE

## Business English for Human Resources (28 hours)

1

### Recruitment

Job descriptions; The language of job descriptions

2

### Recruitment

Person specifications

3

### Recruitment

Exchanging information

4

### Recruitment

Recruitment sources and advertising

5

### Recruitment

Making suggestions; Agreeing and disagreeing

6

### Selection

Job advertisements

7

### Selection

A curriculum vitae; Arranging an appointment

8

### Selection

The job interview

9

### Selection

The language of interview questioning; Ageism

10

### Selection

Establishing rapport

# COURSE OUTLINE

## Business English for Human Resources (28 hours)

11

### Employee relations

Writing employment contracts; The language of contracts

12

### Employee relations

Disciplinary and grievance procedures

13

### Employee relations

Health and safety at work; Stress and workplace injuries

14

### Employee relations

Writing offer and rejection letters; Giving and requesting information

15

### Mid-course Checkpoint

Review of key concepts; Checking of learner's progress

16

### HR Development

HR development practices; Making recommendations

17

### HR Development

Dealing with staff problems; Training courses

18

### HR Development

Appraisal interviews and reports; The language of appraisals

19

### HR Development

Equal opportunity and diversity; Interviews; Diplomatic language; Softening disagreements

20

### Reward and remuneration

Salaries and fringe benefits; Salary reviews

# COURSE OUTLINE

## Business English for Human Resources (28 hours)

21

### Reward and remuneration

Asking for feedback; Giving feedback

22

### Reward and remuneration

Clarifying; Agreeing and disagreeing

23

### Reward and remuneration

Interrupting others; Talking about figures and numbers

24

### Industrial relations

The role of trade unions

25

### Industrial relations

Labour relations

26

### Industrial relations

Conducting a wage negotiation

27

### Industrial relations

The language of negotiating; Persuading; Bargaining

28

### End-course Checkpoint

Review of key concepts; Checking of learner's progress