

2023 SERVICE OFFERING



We teach at the intersection of good communication (writing and speaking) skills, English language and cultural intelligence so that international professionals can develop their careers and organisations can lead with the strongest workforce.

efb

Think, write and speak faster and better.

VISION: COMMUNICATING IN A COMPLEX WORLD

WE IMAGINE A WORLD WHERE:

professionals can easily connect with their colleagues and clients to build business success by sharing their complex ideas and expertise in simple, accessible and influential ways.

Being influential is more important today than ever before, especially for those working with complex concepts in the **accounting, finance and tech industries**.

These fields are reliant on staff from a range of **culturally and linguistically diverse** backgrounds, who have different approaches to interpersonal communication, hierarchical structures, and showing and earning respect.

Without the skills of clear, persuasive and influential communication, leaders and team members alike fail to adequately connect with their clients and each other; they fail to inspire others to take action; and this results in lost opportunities for the individual and the firm.

That's why English for Business works at the intersection of developing:

- **easy-to-apply communication structures** so professionals can get their message across clearly and with impact;
- **English skills and vocabulary** to increase proficiency, accuracy and confidence; and
- **cultural understanding and intelligence** to ensure an inclusive, functional and compassionate workplace culture.

WE TEACH:

participants across all our courses to implement a range of communication structures to ensure clear, concise and impactful interactions.

We give explicit feedback on language and English skills with compassion and care because making change is hard and can be confronting.

We provide alternative perspectives on cultural understanding based on a strong body of research.

SO YOUR STAFF CAN:

speak and write with confidence, clarity and structure to help you and your staff members:

- **present complex ideas** simply;
- **connect with clients** effectively;
- **ensure career satisfaction** through confidence and agency;
- **become leaders** through storytelling and influence; and
- **successfully drive the business goals** of your firm.

WRITING ROADMAP

OVERVIEW:

Achieve greater clarity and confidence with the key elements of strong, written business communication for the international context.

A self-guided e-learning course that is accessible for 12 months.

It is a practical course that includes case studies, activities, templates, structures and strategies for creating strong international business writing.

Modules include:

1. The style of language and writing
2. Reports
3. Emails
4. Memos
5. Diplomacy and striking the right tone
6. Pulling it together: The Toolbox

INCLUDING:

Audience: all staff members

Duration: 6 modules, self-paced, approx. 5 hours

Delivery: online eLearning

Group size: Private online access for each staff member

Human Resource access: Optional distribution and overview portal for manager or HR to view individual engagement for group or bulk purchases.

Includes:

- 5 hours of video content
- Workbook with activities

Additional coaching: See Language of Leaders: Executive and Individual programs

INVESTMENT:

Get in touch to discuss:

- [book a zoom call with Leonie Tillman](#)
- email us at hello@englishforbusiness.com.au
- leave a message at +61 (0)433 264 826

COFFEE & WRITING SIMPLY WITH LEONIE

LUNCH 'N LEARN:

A series of four high-paced and interactive workshops to teach tips, strategies and structures on building business writing capabilities that can be put into practice directly after each session.

Let me help your staff use our proven business communication structures, business English language scripts and cultural tips to write quickly, clearly, concisely, assertively and effectively in emails, reports and other documentation.

INVESTMENT:

Get in touch to discuss:

- [book a zoom call with Leonie Tillman](#)
- email us at hello@englishforbusiness.com.au

Audience: upper intermediate to advanced level staff members

Duration: 4 separate 1-hour live zoom sessions

Delivery: virtual classroom via Zoom

Trainer: Leonie Tillman

Group size: up to 35 staff members per group

Includes: a takeaway document to apply the strategies in the workplace

#	Module:	You'll like it if:	We'll show you:	And refine your:	So you can:
1	Clear & Effective Writing Structures	You want your ideas to be written clearly, concisely and impactfully. You want to be assertive but not rude.	Neat memberable structures that will enable you to write concise, punchy emails that are clear and demand a response	Language and cultural understanding to give you the ability to be assertive without being rude Vocabulary focus on word choice	<ul style="list-style-type: none"> • Communicate your ideas with impact, clarity and conciseness • Write emails that are to the point • Speed up the writing process by using our easy to remember communication structures
2	Connecting Your Ideas	You want your writing to flow and your readers to understand your complex ideas	A strategy of verbal linking to smoothly link your ideas together and take your reader on a journey	English phrases for use in sensitive situations English grammar usage with clear dos and don'ts	<ul style="list-style-type: none"> • Communicate your ideas with flow, engagement and intelligibility • Write your complex ideas in a way that is easy for your reader to follow • Link your ideas smoothly together
3	Concise & Assertive Writing Structures	You want to get to the point quickly, influence your audience and get the desired response to your emails	How to write assertively and impactfully by removing the waffle and saying only what is necessary	English phrases to avoid and use for greatest chance of being assertive and influential Grammar focus on active and passive voice	<ul style="list-style-type: none"> • Communicate your ideas with clarity and authority • Write succinctly and without ambiguity by removing redundant words • Get to the point quickly by starting with what is most important
4	Navigating Sensitive Situations	You want to respond to difficult emails appropriately for building strong, long-lasting relationships	A three-part strategy for navigating sensitive situations by viewing the needs behind colleagues and clients' words	English written scripts for leading out of negative conflict and acknowledging Grammar focus on modals to soften language	<ul style="list-style-type: none"> • Communicate with confidence, strength and compassion in sensitive situations • Write diplomatically in response to difficult emails • Overcome challenges and build long-term relationships

COFFEE & SPEAKING CONFIDENTLY WITH LEONIE

LUNCH 'N LEARN:

A series of four high-paced and interactive workshops to teach tips, strategies and structures on building business speaking capabilities that can be put into practice directly after each session.

Let me help your staff use our proven business communication structures, business English language scripts and cultural tips to speak confidently, assertively, clearly, concisely, compassionately and effectively in meetings, presentations and in all their verbal interactions.

INVESTMENT:

Get in touch to discuss:

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Audience: upper intermediate to advanced level staff members

Duration: 4 separate 1-hour live zoom sessions

Delivery: virtual classroom via Zoom

Trainer: Leonie Tillman

Group size: up to 35 staff members per group

Includes: a takeaway document to apply the strategies in the workplace

#	Module:	You'll like it if:	We'll show you:	And refine your:	So you can:
1	Presenting Top Tips	You want to structure your presentations for greatest impact	Neat memorable structures that save time and allow you to quickly organise your ideas for impact	Cultural intelligence for presenting to diverse audiences and ensuring engagement Ability to successfully frame your message through a choice of scripted phrases	Guide your audience through your ideas with clarity, build liking and ensure long-lasting relationships
2	Talking about Problems	You want to explain your ideas clearly, discuss feedback and take your listener towards a positive solution	A strategy for ordering your thoughts and taking control of sensitive situation with care for your outcomes and other party's emotions	Fluency and confidence with scripted phrases for successfully following the structures Vocabulary for making transitions	Engage your audience by following a guided structure for best clarity and engagement to show you as the authority
3	Networking across Cultures	You want to build a strong connection, lasting relationships and ongoing trust	To build trust, influence and long lasting relationships through the fine balance of listening and speaking	Ability to connect by using our English phrase-starters to get you heading in the right direction with your small talk	Establish long-lasting relationships and repeat business opportunities
4	Speaking in Meetings	You want to present your message in the right way for your audience and respond to questions with clarity and conciseness	How to stand out as a clear communicator who is connected to their audience and invested in the best outcomes	Impact with the vocabulary of paraphrasing and restating ideas without sounding like you're repeating yourself	Respond to questions on the fly with confidence and clarity to best present yourself as an authority and a leader

EFFECTIVE BUSINESS WRITING

OVERVIEW:

A business writing course for a dedicated group over six weeks with many opportunities for personal feedback to master writing structures.

To fast-track the business writing process and set each participant up with the quickest path to accurate and more influential writing.

Covers topics such as:

1. Grammar, Style and Influence – making the right connection
2. Reports – the word and sentence structure
3. Emails – accessibility and clarity
4. Memos – conciseness and flow
5. Diplomacy – striking the right tone and managing sensitivity
6. Pulling it all together – document structure and telling a story

INCLUDING:

Audience: upper intermediate to advanced level staff members

Duration: 6 separate 1.5-hour live zoom sessions

Delivery: virtual classroom via Zoom

Coach: Leonie Tillman

Group size: up to 15 staff members per group

Includes:

- Remedial feedback on grammar, vocabulary and style
- Initial survey to assess individual and business needs
- A combination of lecture style with interactivity via MURAL for in-class tasks
- Assessment of two writing tasks with personal feedback
- Final feedback report to management

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SP4CE | SAFE PLACE FOR COMMUNICATION EXCELLENCE

OVERVIEW:

A business speaking course for a dedicated group over eight weeks with many opportunities for personal feedback to master speaking structures.

To develop a deep and applied understanding of business communication skills across speaking as well as writing and listening to address the most challenging interactions in areas of conflict, negotiation and managing a team.

Covers topics such as:

1. Presenting with confidence and influence
2. Speaking with greater logic, clarity and conciseness for better connection
3. Delivering the message in meetings with clarity
4. Navigating positive conflict for building trust and strong relationships
5. Negotiating for win-win outcomes
6. Giving feedback across cultures for greatest engagement

INCLUDING:

Audience: advanced to professional level staff members working in or heading into management roles

Duration: 8 separate 1.5-hour live zoom sessions

Delivery: virtual classroom via Zoom

Coach: Leonie Tillman

Group size: up to 10 staff members per group

Includes:

- Live and online needs analysis of each participant with input from coach/manager
- Next Element's Leading Out of Drama workshop including workbook to build skills in managing staff and successful client interactions, especially around sensitive issues
- Presenting and role-playing real workplace scenarios with plenty of personal feedback

INVESTMENT:

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NAVIGATING POSITIVE CONFLICT

OVERVIEW:

A group courses for leaders to build greater trust through openness and inclusiveness to drive better business outcomes for the individual, team and business.

To create a positive and functional approach to conflict and to move away from dysfunctional conflict (or drama) to create harmonious and constructive debate within teams

To develop the skills necessary to leverage the best from your team to drive creativity, innovation and problem solving with confidence across diverse teams

INCLUDING:

Audience: all staff members / can be tailored to suit leadership group

Duration: 3 weeks @ 1.5 hours per week

Delivery: virtual classroom via Zoom

Coach: Leonie Tillman

Group size: up to 10 staff members per group

Includes:

- Live and online needs analysis with each participant
- Next Element's Leading Out of Drama workshop including workbook
- Two group sessions to apply learnings from the initial workshop through role plays of real scenarios identified by the group

Optional: Tailored, private, follow up session available

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SMALL GROUP PROGRAM - TAILORED

OVERVIEW:

A tailored groups course for a small group of up to three participants to develop the skills to relate, connect and lead in a culturally appropriate way whether it be speaking or writing with culturally diverse colleagues, clients or other stakeholders

Courses are tailored to the groups needs and can include:

1. Meetings: language and structures for greatest clarity
2. Influence: preparing your story repository
3. Relationships: managing sensitive conversations with diplomacy
4. People: working with different cultures and personalities
5. Language: broadening vocabulary and phraseology
6. Connecting: networking and socialising

INCLUDING:

Audience: all staff members / grouping similar levels is important

Duration: 6 weeks @ 3 hours per week (2 sessions / week)

Delivery: virtual classroom via Zoom

Coach: Leonie Tillman

Group size: up to 3 staff members per group

Includes:

- Live and online needs analysis of each participant with input from coach/manager
- Tailored materials to group's needs
- Next Element's Leading Out of Drama workshop including workbook to build skills in managing staff and successful client interactions, especially around sensitive issues, if needed
- Presenting and role-playing real workplace scenarios with plenty of personal feedback

INVESTMENT:

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INDIVIDUAL PROGRAM - TAILORED

OVERVIEW:

A heavily tailored program to build the individual's skills through activities, discussions and role plays across areas including:

- Writing emails, reports and memos
- Speaking effectively and confidently in meetings, presentations and key notes speeches
- Using influence to manage a team and build stronger stakeholder relationships
- Any other skills to build overall communication confidence

INCLUDING:

Audience: individual staff members

Duration: 8 weeks @ 1.5 hours per week

Delivery: virtual classroom via Zoom

Coach: English for Business coach

Group size: one coach for one professional staff member

Includes:

- Extensive live and online needs analysis of each participant with input from coach/manager resulting in a full report
- Tailored materials to individual's needs
- Next Element's Leading Out of Drama workshop including workbook to build skills in managing staff and successful client interactions, especially around sensitive issues, if needed
- Presenting and role-playing real workplace scenarios with plenty of personal feedback

INVESTMENT:

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EXECUTIVE PROGRAM - TAILORED

OVERVIEW:

A series of heavily tailored sessions to individually coach a senior executive in the skills specifically relevant to their needs such as public speaking, presenting, staff management, networking, etc.

This course is tailored to the specific needs of each executive and typically includes areas such as:

- strategies for greater influence
- review or preparation of speech delivery
- language of leading teams for greater effectiveness
- refining language usage for accuracy
- connecting better with stakeholders.

INCLUDING:

Audience: individual executive staff

Duration: 8 sessions @ 1-hour per sessions at agreed-upon times

Delivery: virtual classroom via Zoom

Coach: Leonie Tillman

Group size: one coach for one executive

Includes:

- Extensive live and online needs analysis of each participant with input from coach/manager resulting in a full report
- Tailored materials to individual's needs
- Presenting and role-playing real workplace scenarios with plenty of personal feedback

INVESTMENT:

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Leonie Tiltman

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Licensed and certified
independent LOD Facilitator of
the Next Element Leading Out
of Drama™ system



Approved CA ANZ
professional
development
trainer



Leonie is a corporate communications professional with a background in linguistics, teaching and storytelling.

She teaches and advises on intercultural, conflict and communication strategies and the development of training programs within multinational organisations in Australia, New Zealand, China, Singapore, the Philippines, Mexico and across the Middle East.

Born in Sydney, Australia, she lived and worked in France and the Netherlands for five years becoming passionate about the expat experience, intercultural complexities and building effective lines of communication, stronger unity and inclusive language and behaviour within organisations.

She currently lectures at the University of New South Wales in intercultural communication for international professionals.

NB:

All programs are based around the key needs found in over 15 years of working within professional services firms with a broad allowance for tailored components to suit the needs of each participant.

All prices are in AUD – Australian Dollars and no GST applies for purchases outside of Australia.

These prices are valid through to June 2023 and subject to change after that.