



Finnish Business Travel Association

June 2010

INTERNATIONAL COMMUNICATION **– Meeting and Negotiation Skills for Travel Business**

Contents

- Language of Meetings and Negotiations
- Written documents: Notice, Agenda, Memo and Minutes of Meeting
- Presentation Skills and Writing Power-Point Slides
- Role Play and Simulation Practice

Methods

During the course the participants will

- practice meetings and negotiations skills
- develop their meetings and negotiations related phraseology and vocabulary
- discuss meeting and negotiation practices
- discuss travel industry related topics in meeting and negotiation simulations
- write documents related to meetings
- practice presentation skills

Participants attend weekly and bi-weekly meetings and practice their work related English language communication skills for meeting and negotiation situations. The course includes also preparation for the lessons by reading and writing, and contributing to the simulations by providing topics and materials. The teacher marks the students' writing, feedback is given and evaluative discussions are held during the lessons.

Preliminary programme

- **9 x 90 min, evening lessons 16:30 – 18:00**

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| 1. 15 September | Introductions and goal setting; Meetings vs. Negotiations |
| 2. 22 September | Meetings Practices and Written Documents |
| 3. 29 September | Charing a Meeting and Other Participant Roles; Phraseology |
| 4. 6 October | Language of Meetings; Phraseology and Practice |
| 5. 13 October | Presenting Information; Theory and Practice |
| 6. 27 October | Meeting Simulations with Presentations |
| 7. 3 November | Negotiations: Theory and Practice |
| 8. 10 November | Negotiation Practice and Role-Play |
| 9. 17 November | Final Simulation Practice and Course Evaluation |



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Materials Course material package provided by the teacher including useful Internet links.

Pre-course Assignment

Written assignment to be submitted to the teacher by email before the first meeting:

- 1) Give a brief introduction of yourself and your work.
- 2) Tell about your previous studies in English.
- 3) Describe the meeting and negotiation situations that you face in your work
 - a. Settings (internal, external, international)
 - b. Topics and purposes
 - c. Counterparts (colleagues, clients, partners; native English speakers, speakers of English as a foreign language, etc).
- 4) Describe the challenges you face in meetings and negotiations held in English.

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Venue Scandic Marski, Mannerheimintie 10, Helsinki

Group size The size of the group is limited to only **7** students

Investment
750 €, vat 0

Registrations
Not later than by 25 August
<http://www.webropol.com/P.aspx?id=450547&cid=69944703>