



**BBSI Summer Course
Certificate
in
Management & Business Skills**

Course Description

The BBSI summer course in Management & Business Skills is a study programme of 30 lessons weekly. The course is designed for those with an English language level of Intermediate (IELTS 5.0) or above, who require to improve their English in the context of management, supervision, or administration. All BBSI scheduled courses in Management automatically include modules for the CMI Level 3 qualifications in First-Line Management. BBSI is a CMI accredited centre.

Training focuses on developing students' understanding of management and supervisory concepts, vocabulary and skills, as well as professional communication skills. The course combines current management and business issues with targeted case studies.

Course Outline

Minimum English Entry Level: IELTS 5.0 (*Intermediate*), equivalent to a course leading to CEFR Level B2

Course Duration: 2-12 weeks

Course Designation: MBS

Lessons Weekly: 30 (*each of 45 minutes' duration*)

Entry Dates: Entry to this flexible course is weekly from July to September. The first entry date for 2010 is 05 July and the last entry date is 13 September.

Minimum Age: 17 years

Course Content

- * 20 lessons weekly in management
- * 10 lessons weekly in business skills

Management Components

Managing & Communicating Information

- * *gathering & selecting data*
- * *analysing & evaluating data for decision-making*
- * *communicating information, conclusions & decisions*

Meeting Stakeholder Needs

- * *stakeholder analysis & management*
- * *customer service management*
- * *management of change*

Maintaining Quality Standards

- * *introduction to quality management*
- * *TQM*
- * *quality cultures & standards*

Resource Planning

- * *production planning*
- * *using & controlling resources*
- * *knowledge management*

The MBS course also includes an additional 10 lessons per week in professional skills practice, aimed at developing more effective communication skills for the business environment. The teaching materials for the skills elements are largely authentic and are based on real-life case studies. Designed to build confidence through activities such as discussions, role-play and simulations, the skills covered each week will be selected from the following:

Business Skills Components

Writing

- * *e-mail*
- * *letters & memos*
- * *effective reports*
- * *action minutes*
- * *effective CVs*
- * *business profiles & structure*
- * *organograms*

Presentations

- * *effective openings*
- * *structure & delivery*
- * *dealing with questions*
- * *using visual aids*

Meetings

- * *planning, organising & setting targets*
- * *facilitating meetings*
- * *handling discussions*
- * *achieving consensus*
- * *networking & building relationships*

Telephoning

- * *taking & leaving messages*
- * *making arrangements*
- * *checking, clarifying & problem solving*
- * *teleconferencing*
- * *customer support*
- * *making enquiries*
- * *formal & informal conversations*

Negotiating

- * *bidding & bargaining*
- * *win-win & closing*
- * *diplomatic language*
- * *tactics*
- * *making a proposal*

Course Objectives

- * to develop English-language communication skills relevant to management & business administration
- * to build appropriate vocabulary in the field of management
- * to develop a practical understanding of management concepts
- * to develop understanding of theory & practice within the management
- * to provide a practical business communication skills programme relevant to the modern working environment

Learning Outcomes

Participants with good attendance and who complete all class work and self study assignments will be able to function effectively in English in a professional business environment, and will have acquired a sound knowledge and understanding of management.

The following summer courses are also available at BBSI:

- * Finance
- * Finance & Business Skills
- * Management
- * Marketing
- * Marketing & Business Skills
- * Legal Studies
- * Legal Studies & Business Skills
- * Hospitality & Tourism
- * Hospitality, Tourism & Business Skills
- * International Business English

BBSI summer courses are carefully designed and structured to enable international students to develop both skills and knowledge in the specialised subject of their choice, while offering the flexibility to opt to supplement their training with professional communication skills, depending on their personal training needs and particular learning objectives.

Courses can be booked on-Line @ www.bbsi.co.uk

Alternatively, contact BBSI by e-mail at info@bbsi.co.uk



MANAGEMENT & BUSINESS SKILLS

Typical Weekly Breakdown

	Management (20 lessons)	Business Skills (10 lessons)
Week 1 (First week of term)	<p><i>Induction</i></p> <p>Managing & Communicating Information <i>the nature of information, sourcing & researching information recording & storing information, report writing, types of information assignment - written report</i></p>	<p><i>making contacts, telephoning in English presentation skills – signalling language writing reports, negotiation</i></p>
Week 2	<p>Managing & Communicating Information <i>analysing & evaluating information, effective meetings presentation & interpretation of data, forecasting trends using information for decision-making assignments - research project, meeting, business report</i></p>	<p><i>negotiation – diplomatic language, telephoning - leaving a message presentation skills - visual aids, writing - business letters student presentations</i></p>
Week 3	<p>Managing & Communicating Information <i>effective presentations, using MS PowerPoint, decision analysis decision making models, presenting information, targeting communication assignment - group presentation, progress test</i></p>	<p><i>agenda & minutes, meetings presentation skills - signposting writing - business correspondence student presentations, telephoning – handling calls</i></p>
Week 4	<p>Meeting Stakeholder Needs <i>stakeholder analysis, stakeholder management, planning to meet stakeholder needs assignments - stakeholder analysis, case study meeting</i></p>	<p><i>writing CVs, negotiation language meetings - handling discussion telephoning - customer support, student presentations</i></p>





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Week 5	<p>Meeting Stakeholder Needs <i>managing customer service, superior service, customer relationship management dealing with customer complaints, assignment - business report</i></p>	<p><i>telephoning - dealing with problems presentation skills - presenting graphics writing - report writing, student presentations meetings - one-to-one meetings</i></p>
Week 6	<p>Meeting Stakeholder Needs <i>making a case for change, managing change, monitoring & controlling change resistance to change, assignment - individual presentation, progress test</i></p>	<p><i>telephoning - making enquiries, writing - company profiles effective meetings, student presentations negotiating - tactics</i></p>
Week 7	<p>Maintaining Quality Standards <i>definitions, total quality management, the Toyota Production System quality interventions, assignment - written report</i></p>	<p><i>techniques, presentation skills, telephoning writing - organograms, student presentations meetings – putting your opinion</i></p>
Week 8	<p>Maintaining Quality Standards <i>best practice bench marking, quality management systems, ISO 9000: 2008, six sigma quality assignments - case study meeting, group presentation</i></p>	<p><i>negotiation – making a proposal writing - business reports, meetings - taking part in meetings student presentations, telephoning – orders</i></p>





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Week 9	<p>Maintaining Quality Standards <i>quality auditing, quality problem solving, BPR & TQM, quality documentation assignments - quality audit, written report, progress test</i></p>	<p><i>formal & informal conversations telephoning, presentation skills, techniques writing – reports, student presentations meetings – conducting an interview</i></p>
Week 10	<p>Resource Planning <i>introduction to production, added value & production decisions MRP, ERP, SAP, lean production & JIT assignments - resource analysis, written report</i></p>	<p><i>meetings – useful language, telephoning – plans writing – formality & style, student presentations negotiation - role play</i></p>
Week 11	<p>Resource Planning <i>SWOT analysis, purchasing strategies, FIFO & LIFO, controlling resources assignments - individual presentation, written report</i></p>	<p><i>presentation skills - using your voice writing - making enquiries meetings - asking for & giving opinions, student presentations telephoning – teleconferencing</i></p>
Week 12	<p>Resource Planning <i>competencies, knowledge management, feedback & evaluation, programme review</i></p>	<p><i>meetings - case study & agenda writing - CV & covering letter telephoning – handling complaints, student presentations negotiation – diplomatic language</i></p>

