B2 Business Partner

UNIT 2: LCCI English for Business

Name:_____

LCCI Writing

Situation
You were appointed Customer Service Manager of an insurance company three months ago and have just had an appraisal from your manger. As a result of his comments and the fact that this is your first management position, you feel that you need some more training. You've found the following courses and need to ask the HR Director (John Sanders) if you can do **two** of them as soon as possible. Look at the extract from your appraisal and the courses offered and choose the **two** most appropriate courses for you.

Extract from appraisal

For improvement
You work well with your team, but sometimes you don't communicate your message clearly enough, especially when giving feedback. Some of your staff feel you need to spend more time listening to them and responding to their concerns. Also, you seem to be working very long hours and having difficulty completing some tasks on time, so better planning and organisation is needed. Advise doing some courses ASAP.

NPY Training for all your needs
COURSES FOR NEW MANAGERS

NPY CS1 Communication Skills
- listening actively
- giving effective feedback
- dealing with difficult situations

30 hours – online course
Date: anytime
Cost: €800

NPY SM Stress Management
- how stress affects body and mind
- relaxation techniques
- exercise programme

Two-day residential course
Next course: 23/24 September
Cost: €3,500

NPY EP1 Effective Planning
- prioritising tasks
- creating realistic schedules
- daily planning

One-day course
Next course: 8 September (Limited places, closing soon)
Cost: €400

Book online immediately or contact NPY Training if you have any queries.

Task
Write the email. Write 250–300 words.

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