



Communication that works

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# THE ENGLISH WORKS CLUB: WEBINAR LIST

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## Descriptions

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## **LEARNING FOCUS: LEARNING TO LEARN**

### **WB0001 – Prioritising Your Learning**

Not sure where to focus your learning? This webinar will help you identify your own needs and set yourself goals to fulfil them.

### **WB0002 – Cover your own Vocabulary Gaps**

Learning words and phrases you will probably never use? This exercise helps you to focus on identifying the vocabulary that YOU really need.

### **WB0003 – Learning New Vocabulary Effectively**

Bombarded with new words? Learn a phrase and then forget it when you need it? How can we prioritise and retain new vocabulary?

### **WB0004 – Becoming a Better Listener**

Communication is as much about the way we listen as the things we say. Listening effectively is a skill we can learn, practise and improve.

### **WB0005 – Sharing the Learning Experience**

How the benefits and progress made through our learning can be multiplied by working as part of a team.

### **WB0006 – What Type of Learner Are You?**

Knowing if you are more of a visual or auditory learner helps you plan your learning more effectively and find the right resources for you. This webinar is a lot more interesting than it may sound...if you haven't thought about whether you are more visual or auditory, we highly recommend this webinar.

### **WB0008 – Taking Advantage of Downtime for Learning**

Find it difficult to fit learning into a busy schedule? This webinar shares some ideas on how to keep our learning moving forward with as little as ten minutes whenever you can find them.

### **WB0009 – What to do when your mind goes blank**

We all know that sinking feeling when our mind goes blank mid sentence. The last thing to do is panic. Have these techniques ready to save the day.

## **LEARNING FOCUS: THE WORLD OF WORK**

### **WB1001 – Stop Getting Lost in Meetings**

Having trouble following meetings in English? Here are tips, tricks and tools to walk with confidence into every meeting.

### **WB1002 – Effective Telemeetings**

What new challenges does this increasingly important meeting format present us that traditional face to face meetings don't? This webinar will share some tools and good practices that can be developed to deal with them.

### **WB1004 – Small Talk With Foreign Guests**

The practical and cultural issues when the conversation with guests moves away from the professional arena. Tips and tricks to keep the interaction going naturally.

### **WB1005 – Responding to Presentation Questions**

Are you ever tempted to skip the Q&A part of your presentation because you aren't comfortable answering questions or don't know what to say when interrupted by a question during your presentation? If so, this webinar offers some language and techniques to deal with questions effectively during and at the end of a presentation.

### **WB1006 – Ten Telephone Tips**

Feel nervous picking up the phone in English? These tips will help to build your confidence and deal with any issues that come up.

### **WB1007 – Time Management: Prioritising**

Time management is an important skill...what a shame we don't have enough time to deal with it! This webinar looks at how we can prioritise our activities and improve how we spend our time.

### **WB1008 – Time Management: Organising**

This webinar aims to get you thinking about how you can better organise your time to make the most of it. NB: To get the most out of this webinar, we recommend going to the webinar Time Management: Prioritising first.

### **WB1011 – Email Management 1: Organising your emails**

Almost everyone seems to complain about the amount of time spent on dealing with emails. This webinar shares some basic ideas and exercises you can implement if you would like to start organising how you deal with your emails and improve efficiency.

### **WB1012 – Email Management 2: Outlook tips**

If you have started to organise your emails but aren't sure how to exploit some of the tools available in Outlook, this is a webinar for you! It will show you how to create templates and set rules. NB: The steps and features are for Outlook 2007/2010.

### **WB1014 – Making Powerpoint Work for You 1**

Powerpoint is a powerful tool; the key is to know how to use it well. This webinar looks at some common mistakes people make when designing their slides, and how to improve the visual impact.

### **WB1015 – Making Powerpoint Work for You 2**

The visuals that you use can make or break your presentation. This webinar is for people who want to use some more advanced features in PowerPoint and focuses on how to make the most of the colours and gradients you use to keep your audience gripped.



### **WB1016 – Meeting Basics**

This is the first of a series of webinars focussing on the topic of meetings. In this webinar we will take a look at how to maximise the time spent in meetings.

### **WB1017 – Making the Most of Meetings**

What is considered 'normal' or 'the right way to do something' can vary from culture to culture. In this webinar we will look at some of the cultural differences that can affect our expectations with regard to how things are done for meetings.

### **WB1020 – Breaking the Ice and Networking**

Don't know what to say when you want to introduce yourself to someone during the coffee break? This webinar shares some ideas on what to say and do when you'd like to break the ice and network at a meeting or an event.

### **WB1021 – Working at a Distance 1**

Every day more and more people need to work with others at a distance. Working at a distance can be just as effective as face to face interaction, as long as we take into consideration some of the differences in dynamics. This webinar shares some good habits when working at a distance.

### **WB1022 – Keep Communication Flowing in Meetings**

Whether you are chairing a meeting or actively participating, it's nice to know what to say to keep communication flowing. This webinar shares some things to say when you'd like to keep things moving.

### **WB1023 – Intercultural Awareness: Non-verbal Communication**

Each individual culture has its own set of unwritten rules. The problem is when these rules are not evident to everyone, or when we are not playing by the same set of rules. This webinar is valuable to anybody working across cultures.

### **WB1024 – Dealing with the Fear of Speaking in Public**

Whether in a presentation or a meeting, have you ever been afraid to open your mouth? If you have ever had a fear of speaking in public, you might like this webinar. It looks at our fears, and how we can overcome them.

## **LEARNING FOCUS: TONE MATTERS**

### **WB2001 – Accentuate the Positive**

Obstacle or opportunity? There is always more than one way to see a situation and express your message. In this webinar we look at how to emphasise the bright side, especially when we have to give not-so-good news.

### **WB2002 – May I Interrupt?**

Issues, cultural considerations and techniques involved in the potentially problematic area of interrupting and responding to interruptions.

### **WB2003 – Adding a Little Emphasis**

Once we have achieved our main goal of clarity, we might want to make certain parts of our message really stand out.

### **WB2004 – Giving Advice**

Even when somebody asks for our advice, we have to tread carefully. This webinar discusses the techniques and language to most effectively make suggestions, put forward recommendations and offer guidance.

### **WB2005 – Responding to Suggestions**

This webinar shares some useful phrases and techniques for responding to suggestions, stating your opinion clearly and diplomatically.

### **WB2006 – Posing Questions**

There is no such thing as a stupid question... just perhaps badly worded ones. There are many ways to pose a question and this webinar looks at some different formats for them.

### **WB2007 – Using Intonation to Our Advantage**

There is more to speaking than the words we say. The way we use the rise and fall of our voices can affect the message we express or the way it is received. This webinar focuses on how we can make the most of intonation in our professional communication.

### **WB2008 – Breaking Bad News**

Especially in the current climate, conveying bad news is sometimes inevitable. The way that we communicate bad news can either soften the blow or add to the pain. This webinar looks at some techniques to give bad news to people as painlessly as possible.

### **WB2009 – Defusing Disagreement**

More than likely you've been involved in a disagreement or two at some point in your life. Some people face it head on, while others avoid it like the plague, but the secret to dealing with disagreement effectively is knowing how to defuse it. Come to this webinar and find out how.

### **WB2010 – Say "NO" Nicely**

Are you uncomfortable saying 'no' (and perhaps find yourself saying 'yes' too often)? Would you like to know how to say 'no' tactfully? It's an important little word that can have a big influence. Come to this webinar and see how we can say 'no' as nicely as possible.



## **LEARNING FOCUS: REALLY WRITING**

### **WB3001 – Dealing with Complaints by Email**

Responding to complaints in writing requires a delicate balance in the message. This webinar looks at tips and techniques to achieve the right tone when responding to a complaint by e-mail.

### **WB3002 – A Casual Tone in Emails**

Sometimes we want our e-mails to give a less formal, friendly impression. This webinar looks at how can we achieve a more casual but equally professional tone.

### **WB3003 – Twelve Tips for Writing with Clarity**

The number one objective of all correspondence is to express our message clearly. Writing with clarity is a skill that we can learn and improve, and in this webinar we share 12 simple tips to get you started.

### **WB3004 – Punctuation Matters**

The way we use punctuation can make or break our written communication. In this webinar, we look at the ten golden rules for punctuating your writing.

### **WB3005 – Getting our Emails Started**

Do you ever stare at a blank screen not knowing how to open your email? This webinar offers some tips and phrases to get your correspondence up and running.

### **WB3006 – Writing to the Masses**

Got a lot of information that you need to communicate to lots of people? This webinar shares how to make sure that your group e-mails have the desired effect and don't get deleted before they are even opened.



## **LEARNING FOCUS: TOP TOOLS**

### **WB4001 – Phrase Banks**

Building a collection of approved phrases to use in written communication helps you and your team save time and implement a quality standard in your communication.

### **WB4002 – Tools for Written Communication: A Thesaurus**

This versatile tool helps you to express yourself with more precision, reduce misunderstandings and develop your own style. If you don't already know the virtues of using this tool, come to this webinar and find out.

### **WB4003 – Building Templates**

Together we will look at how these handy tools can simplify your correspondence, save you time and ensure a consistent, professional image.

### **WB4004 – Finding Reliable Resources Online**

Just because we find something online doesn't mean that it is correct. How can we find useful resources that you can trust? Come to this webinar for some ideas.

## **LEARNING FOCUS: LOOKING AT LANGUAGE**

### **WB5001 – Translating Directly**

Translating from our mother tongue is a necessary stage in second language acquisition. We'll look at how to do it most effectively and avoid the dangers.

### **WB5002 – English Around the World**

With English being used for communication by hundreds of cultures around the world, the language is now a huge collection of dialects. Which one should we learn? Does it matter? This webinar looks at some of the differences between the dialects and how we can choose which one suits us best.

### **WB5003 – Dealing with Phrasal Verbs**

The first rule of phrasal verbs is not to worry about them. They are often said to be the most difficult aspect of English but in this webinar we show why they are not the obstacle you may think they are.

### **WB5004 – Using Conditional Language Effectively**

Forget abstract grammar rules about conditional structures, this is how 'IF' structures are used to great effect in professional situations.

### **WB5005 – Latin English: Keeping Communication Simple**

Latin has had an enormous influence on English and we can take advantage of this fact to convey our message with terms that are familiar and easier to remember when you need them.

### **WB5006 – How Important is Grammar?**

Often when learning a language, far too much emphasis is placed on grammar and obscure aspects of structure. This imbalance can be counterproductive and may hold us back from reaching our real goal: to communicate. This webinar looks at how to keep grammar in perspective.

### **WB5007 – Could, Should or Would?**

The family of modal verbs (can, should, must etc) gives us a set of tools to communicate a wide range of concepts from obligation to polite requests. This webinar looks at how to take full advantage of them.

### **WB5008 – Word Order that Works**

Why is English less flexible than other languages? Why does the order we put the words in matter so much? What is the key to mastering word order in English? This webinar shares some answers.

### **WB5009 – How to Handle Linguistic False Friends**

We should always try to take advantage of similarities between languages to facilitate communication. However, sometimes apparent similarities are traps that can cause a message to be lost in translation. In this webinar we will take a look at how we can identify these false friends and be prepared for the traps they lay.



## **LEARNING FOCUS: SAY WHAT?**

### **WB6001 – Say What: Describing Trends**

The language we need to talk about the ups and downs we may need to express in our professional lives.

### **WB6002 – Say What: Things in the Office**

"Could you pass me the... whatsitsname?" Ever get stuck for words for the things around you in the office and on your desk? This webinar helps you to consolidate the terms for the things you need when you work.

### **WB6003 - Say What: Personal Finance**

Stuck for words when talking about money? This webinar looks at the basic terms and phrases that we need to talk about our income and outgoings.

### **WB6004 - Say What : Hotels**

Language and tips to prepare you for any situation regarding accommodation for your trip abroad, from checking availability to complaining about the service.

### **WB6005 – Say What: Getting the Job Done**

From dealing with paperwork to running tests, this webinar highlights the terms we need to explain the tasks we all carry out in our professional lives.

### **WB6006 – Say What: Company Departments and Positions**

From HR to R&D and from the CEO to the new recruit, this webinar gives an overview of some standard departments and job titles that we most commonly find in companies.

### **WB6008 – Say What: In a Restaurant**

Handy phrases to get the most out of eating out when abroad or taking a foreign guest to dinner in your country.