



CORPORATE TRAINING DIRECTORY

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Duncan Mothersill
Deputy Director
Teaching Centre Manager

With over 20 years' experience providing both standard and customised training courses for Sri Lankan organisations and individuals, British Council courses are designed to improve communicative ability and incorporate cutting edge approaches to developing communicative excellence. Our internationally qualified corporate training team is dedicated to working with you to provide the best possible training solutions for you and your organisation.

We provide top quality language training for corporate organisations and individuals and our English for the workplace courses are tailored to improve your employees' English, making them confident communicators in today's business world.

Before each course begins, we test your employees' level of English and offer guidance on the most suitable training options for your company's needs. We create a comprehensive needs analysis to build up a detailed picture of how the participants use English at work and to pinpoint the skills and functional language they need to succeed. We also give you regular updates on your employees' progress throughout the course.

If you would like a more tailored approach for specific communication issues in your company, contact us for a meeting with one of our consultants who all excel in quality, individualised client management and product understanding. We can also service your offices in other global locations – just ask.



Helen Sykes
*Deputy Teaching Centre
Manager*

The British Council professional training team has been delivering English language and skills training courses to organisations and individuals in Sri Lanka for over 20 successful years. Teaching methodology has changed and so have we as we have grown and developed our offer to suit your business needs.

Our English for the Workplace course will not only improve your employees' English but skill them up as confident communicators in today's business world. Before the course begins, we'll assess your company's needs and your employees' language levels and tailor make a training course for you. We will regularly update you on your employees' progress throughout the course.

Our courses are interactive, offer opportunities for authentic language learning practise and focus on communication skills, incorporating job-specific language and business skills. These include the language and soft skills for negotiation, successful meetings, presentations and email writing, our trainers are highly qualified and experienced professionals focused on successful language learning outcomes for every individual.

Why train with the British Council?

The British Council offers a wide range of flexible solutions to help aspiring and working professionals grow in their career.

We are an experienced training centre providing both standard and customised training courses for Sri Lankan organisations and individuals.

Our highly qualified training consultants and an interactive methodology ensure that the valuable lessons learned in our workshops can be quickly implemented back in your workplace.

Customisation makes it easier for participants to see a direct relationship between course content and their own experience and eases the transfer of their learning back to the workplace.

Choose from short, intensive workshops and courses or go for customised training solutions that provide participants with job-specific language and workplace skills, delivered by expert British Council trainers who specialise in teaching business English skills.

Mobitel (Pvt) Ltd



The British Council was selected to conduct in-house training to Mobitel staff on Business Communication Skills since 2017. We are extremely pleased with the trainers and British Council co-ordinators who are instrumental in designing and delivering the content with much professionalism. We are continuing with the same programme because it adds value to our staff.



1. Business Communication Skills

Our offer to you

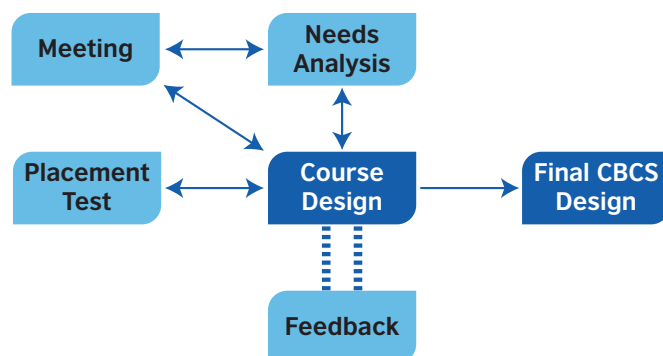
Our 40 hour Business communication skills course is for anyone who wants to compete successfully in today's global workplace. This course provides you with job specific language and business skills you need to work and communicate more effectively in English. We focus on spoken fluency to improve grammar, vocabulary and professional communication skills required to advance confidently in your career.

Our highly qualified teachers ensure that you develop skills that are required at professional meetings, email and report writing, in negotiations and on the telephone. Course participants will meet, work and develop with other professionals from different fields in Sri Lanka and other countries.

2. Customised Business Communication Skills

Customised Business Communication Skills (CBCS) is a fully customised training solution that provides participants with the job-specific language skills and business skills needed to work and communicate effectively in English. This course is designed to match the training needs of participants. Before the programme is delivered, we engage in a needs analysis where one of our training consultants will visit the organisation to better understand the training requirement. As part of this exercise we will look to engage with the management and some of the potential participants in a focused group discussion. In addition, we will also conduct a pre-course assessment to establish the existing language levels of participants. This assessment will be used to broadly categorise participants into groups with similar language levels and to ensure that the course is at an appropriate language level for all participants. Based on the needs analysis, the duration and content of the course will be determined.

CBCS design



3. Intercultural Fluency

Building on over 80 years of unrivalled experience in cultural relations and intercultural engagement, the British Council's Intercultural Fluency training helps organisations, businesses and individuals, including young people, perform at their best in different cultural contexts and multicultural environments.

It gives participants the knowledge, tools and techniques that help them build rapport and fruitful relationships with diverse clients, partners and co-workers, adapt their approach, and avoid potential misunderstandings and common pitfalls of engaging across cultures.

Intercultural Fluency courses are practically focused and delivered by expert trainers. They can be tailored to the needs of a range of diverse audiences.

4. Soft Skills Workshops

Our soft skills courses range from report writing to presentation skills and we have over 20 courses on offer. These courses are short and intensive, focusing on particular areas and are designed to deliver results immediately.

The soft skills courses we offer help improve personal and professional performance and also help to develop communication skills. Workshops are delivered across venues in Sri Lanka and the Maldives. We can deliver training at your organisation or at the British Council premises. The courses are tailor made to suit your organisation's requirements.

Interpersonal Communication

Our Interpersonal Communication workshops focus on communicating with confidence, effectively giving presentations, better negotiation skills and how to make meetings work. The benefits of these workshops include having a clear idea of how to create a positive image, understanding your communication style, having a greater understanding of the structure of a presentation and having an enhanced understanding of the expectations of meetings.

Written Communication

Workshops on Written Communication consist of better business writing, effective report writing and grammar for business. The outcome is being able to develop a comprehensive approach to writing most business texts, be they letters, emails, reports, proposals, minutes, press releases or marketing collateral.

Personal Performance

The workshops we offer on Personal Performance aim to develop time management, managing work/life balance and creativity and problem solving. Some of the outcomes are learning techniques for analysing and prioritising workload, reflecting on obstacles to achieving balance and discovering ways of overcoming them and understanding the value of creativity and problem solving.

Leadership

Our Leadership workshops focus on coaching, counselling, mentoring and training the trainer. Participants will be able to practise the core skills of coaching and counselling, get feedback on their own performance and deliver interactive, multi-sensory training.

Customer Service

Workshops on Customer Service include how to handle difficult colleagues and customers, customer focused telephone skills and customer service essentials. The benefits of these workshops are learning to use a range of techniques for diffusing difficult, tense or emotional situations, understanding the need for customer care on the telephone and developing strategies for dealing with difficult customers.

Parliament of Sri Lanka



The trainings that have been conducted up to now were highly commended by the participants.

All of them were very happy about it.

Even the current programme is also shaping up very well. Keep it up.



Trainer Profiles



Lucy Nicholls

- 2017 - ICF accredited trainer
- 2012 - Cambridge/RSA DELTA
- 2010 - Cambridge TKT: CLIL
- 2004 - Cambridge/RSA CELTA, Leeds Metropolitan University
- 1992 - BA (Honours) History, University of Newcastle upon Tyne

Profile

Lucy graduated from the University of Newcastle upon Tyne in 1992 with a BA Honours in History. After a brief period working in Vanuatu, SW Pacific with Australian Aid, she returned to the UK and began a career in financial services with the Hambro group.

In October 2012 Lucy joined the British Council in Sri Lanka to further develop her career. She was seconded to the GIZ Performance Improvement Programme (PIP) based in Trincomalee, delivering highly specialised courses to public servants in the Northern and Eastern provinces.

When the project was completed Lucy was appointed Academic Coordinator to assist establishing the newly opened British Council centre in Jaffna in January 2014.

On return to Colombo, in 2016 Lucy was promoted to Professional Training Coordinator.

International training experience: Italy, Sri Lanka

Previous clients include: The Sri Lanka Army, MAS Holdings, ANSELL Lanka Maldives Monetary Authority, E-Builders, Sri Lankan Telecom, Attorney General's Department, Legal Draftsman, IBB – Voice of America, Sri Lankan Navy, Auriga, ENEL, Arcelor – Mittal, BOSCH, INPS, IKEA, Natuzzi, Banca di San Poalo, FIAT, European funded Sardinia Speaks English, Bari University, UN Peace Keeping Troops and the Italian Air Force, Sri Lanka Ports Authority



Stephen Lodziak

Qualifications

- Trinity College, London Diploma in Teaching English to Speakers of Other Languages (DipTESOL)
- IELTS Examiner certification
- BULAT (Business Language Test) Examiner certification
- University of Cambridge Certification in English Language Teaching for Adults (CELTA)
- MA European Studies Jagiellonian University, Krakow, Poland
- BA (Hons) English and Theatre (University of Wales, Aberystwyth)

Profile

Stephen's work as a business trainer has seen him work in Poland, London, back in Japan and now Sri Lanka. On graduating from university he worked with London's top investment banks recruiting IT specialists. He decided to specialize in corporate coaching soon after and since then has worked as a consultant trainer and in-house coach to a number of top international companies.

In Sri Lanka he works with the International Red Cross and Navantis. He also trains a group comprised of trainees from a mixture of Sri Lanka's top organisations on the Business Communication Skills course. He very much enjoys interacting with groups of all abilities. He believes it is the trainer's responsibility to deliver effective, practical and enjoyable training. He considers it the trainee's responsibility to try hard to improve their weak areas.

Previous Clients Include: Bloomberg, Mistusbishi, Hitachi, Toshiba, Nestle, Du Pont, Coca Cola, Microsoft and Mitsui, Cambio Software Engineering



Deborah Williams

Qualifications

- Diploma of Teaching (Primary Education)
- Certificate in Teaching English to Adults - CELTA (University of Cambridge)

Profile

Deborah is an experienced language teacher who has worked and travelled widely throughout Asia, the Middle East and Europe.

She has taught English as a foreign language (General and Business English) since 1988, in Japan, Singapore (7 years), Jordan (4 years), Oman, France (14 years), and Sri Lanka.

She joined the British Council in 1993, and has since taught a wide range of levels and ages, from Young Learners to adults, general English and Professional training workshops.

In Jordan she worked on the Youth Work Jordan project, teaching Basic Business skills to disadvantaged youth, and taught general English courses to women in the Jordan Armed Forces.

While living in France she delivered general and Business English courses in companies including TOTAL, Turbomeca, and Sanofi, tailoring the course content to suit the needs of individuals and groups, and in Sri Lanka she has taught general English and Business Skills both onsite and offsite, including the Anti-Bribery and Corruption Commission and Sri Lankan Airlines.

Previous Clients Include: TOTAL, Turbomeca, Sanofi, Commission to Investigate Bribery or Corruption and Sri Lankan Airlines, Airport CID, Parliament of Sri Lanka, United Power (Pvt) Ltd



Fazla Razak

Qualifications

- Bachelor's Degree in Social Sciences (Open University, Sri Lanka)
- Certificate in Teaching English to Speakers of Other Languages (University of Cambridge)
- Currently studying Coaching and Mentoring

Profile

Fazla is a highly skilled Language and Corporate Trainer who has a sound understanding of needed traits for workplace success and a strong ability to train employees in improving those characteristics.

She has extensive experience identifying language and soft skills training needs and always mixes the latest training techniques with methods that have strong track records.

Fazla is a certified speaking examiner for recognised international language examinations. She is also a presenter for Cambridge English Language Assessment (part of Cambridge University).

She has been head of language at a training institute covering business development, content development, teacher training and delivery.

Fazla has worked exclusively in the field of English Language teaching for both private and state enterprises. She has extensive experience in General English as well as English for specific and academic purposes.

Fazla's interests are mountain climbing, trying different types of cuisines and writing reviews on them.

Previous Clients Include: Centre for Banking Studies, Anti-bribery Commission, St. Anthony's Knowledge Services, WIS Accountancy and Cinnamon Grand, Mobitel (Pvt) Ltd

Merrill J. Fernando
Charitable Foundation



The Empower Culinary & Hospitality School is part of Dilmah's MJF Charitable Foundation. We work with underprivileged youth to find alternative education and vocational training opportunities to skill up young people, provide them with a solid base for learning and have them employed in meaningful jobs with career potential. Our programmes are short, intense and as the course suggests, a bootcamp of instruction to a new field and art.

For previous intakes, we noted that one of the key barriers to the success of students is the struggle faced due to their lack of exposure to written and conversational English. We approached the British Council to see if they could tailor an existing course to provide a quick start option which could bring them up to a level necessary for their prospective jobs. We knew this wasn't traditional but with time being a factor felt that it was necessary.

We are pleased with the result. Within a few days, the students were engaged, conversant and most importantly confident in their spoken and written English skills. The British Council instructor adapted the course to include culinary terms and content which acted as further motivation for the rest of the course and that enthusiasm remained. By the end of the 100 hours – the quiet, nervous students of Day 1 emerged as budding chefs with a visible sense of self possession. The tools obtained from the course will take the students beyond their career and will most certainly be one of the highlights of their learning.



Contact us

Noyalganth Rajkumar

Manager English Contracts

Noyalganth.Rajkumar@britishcouncil.org

+94 769 752798

Tevinda Thempana

Assistant Manager Professional Training

Tevinda.Thempana@britishcouncil.org

+94 764 620 653