

Professional Training Directory



Contents

Message – Helen Sykes

Teaching Centre Manager

Why train with the British Council

Our portfolio

- Customised Business Communication Skills (CBCS)
- Intercultural Fluency
- Soft skills workshops
- Bitesize 90

Trainer profiles



Helen Sykes

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.

“

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.

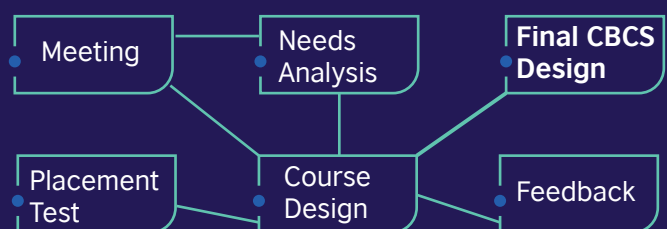
Mobitel (Pvt) Ltd

Our offer to you

1 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



2 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 expert trainers. They can be tailored to the needs of a range of diverse audiences.

3 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.

4 Bitesize 90

In our hectic work environment, the demands for flexibility and being available 24/7 are only increasing. We all want to learn new skills, but it can be hard to find time for a two-day or even a one-day training course. The Professional Development Centre's Bitesize 90 online or face-to-face workshops have been designed to solve this problem and enable learning in simple and effective 90-minute chunks. There are a number of suites, each comprising several units. You can select one unit as a standalone workshop or select from across the suites to build a learning journey for your staff.

Each unit is typically run as a 90-minute workshop with an experienced British Council trainer/facilitator. This can be either face-to-face run at your office or through a webinar.

Module 1 – Chairing Virtual Meetings

Module 2 – Participating in Virtual Meetings

Module 3 – Effective Teleconferencing skills

Module 4 – Effective Crisis Communication with Internal Stakeholders

Module 5 – Effective Crisis Communication with External Stakeholders

“

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.

Parliament of Sri Lanka

Trainer Profiles

Akeela Cader



Qualifications

- 2014 Masters in English Language Teaching & Materials Development; Leeds Met University, UK (MAELT MD)
- 2007 University of Cambridge Diploma in English Language Teaching for Adults (DELTA)
- 1996 University of Cambridge Certificate in English Language Teaching for Adults (CELTA)
- 1995 Master of Business Administration (Marketing); Dalhousie University, Canada (MBA)
- 1991 Bachelor of Arts in International Relations and Studio Art; Wheaton College, USA (BA)

Akeela started teaching English at the British Council, Colombo in 1998 after moving here from Canada. She has been involved in a variety of teaching platforms ranging from very young learners to adults in General English. She has also been a Cambridge Examiner, Teacher Trainer and Line Manager of teachers at the British Council.

Akeela's strengths lie in her understanding of the needs of the Sri Lankan learner (built through years of teaching Sri Lankans at the British Council), her broad range of teaching techniques (accumulated through delivering to a range of customer types and needs) put

together with her educational background in business management. Since moving to the Professional Training Centre (PTC), Akeela has worked with a variety of individuals and organisations improving their language skills and communicative performance. Specialising in delivering "Grammar for Business" and "Presentation Skills" workshops for the PTC. Akeela is also an expert trainer in the field of report writing. She has designed and conducted training for a large number of high-profile organisations. She has also delivered public workshops at hotel venues on Presentation Skills, Better Letters and Emails, Effective Meetings and Telephone Skills and Customer Service and Train the Trainer workshops as part of the PTC.

Previous Clients include: Ministry of Education, The Auditor General's Department, Ministry of Foreign Affairs, Central Bank, NDB Bank, MAS Linea Aqua, Trelleborg, Sirioline and Omegaline Garments, Glaxo Smith Kline and Beecham, Iron One Technologies, IFS, ICRC, JAICA, MIT, Virtusa and Brandix.

Sohani Weerasooriya

Qualifications

- Cambridge CELTA, New Zealand language centres, Auckland
- Chartered Accountant, New Zealand Institute of Chartered Accountants
- Double major: Economics and Accounting, University of Auckland, New Zealand

Profile

Sohani graduated from the University of Auckland, New Zealand in 2006 with a BA BCom. She initially trained as a Chartered Accountant and had the privilege of working for BDO International and Fletcher Building (the largest listed company in New Zealand) before retraining as an educator with an interest in cross cultural communication. She is fluent in French, Spanish, Sinhalese and English and has extensive experience in teaching General English as well as English for Specific Purposes (ESP) and Academic Purposes (EAP), with a range of organisations across the world.

Before leaving New Zealand in 2012, Sohani worked in Finance for 6 years and then went on to work and travel through South America and Australia. In 2014, she moved to the south of France and delivered communicative training programs/workshops to a varied public including Universities, Local and National Enterprises. In 2016, she joined the French National Aeronautic and Aerospace Graduate School of Engineering



(ISAE-SUPAERO) as an Intercultural and English Language Trainer with a special focus on personal and professional development. Sohani's foundational career in business, coupled with her bi-cultural heritage gives her a unique perspective when she runs professional training programs. She moved to Colombo and joined the British Council, in December 2018.

Sohani is truly herself when she is in nature or on a big hike. She currently spends some of her time off practising improvisational theatre with the Basement Playback Theatre Company in Sri Lanka.

International experience: New Zealand, Australia, France

Previous Clients include: Tisseo, DGAC, Continental SCR, The Chamber of Commerce and Industry, Arcesi Academy - the National French Civil Aviation University (ENAC), The National Institute of Applied Sciences (INSA), The National French Interdisciplinary School of Engineering for Matter Transformation and Energy (INP ENSEEIHT)

Dhinali Ranasinghe

Qualifications

- Bachelor of Business (Accounting)/Bachelor of Business (Management), Monash University
- Graduate Diploma of Education, Monash University
- Cambridge CELTA Certification
- TYLEC Trinity College London

Dhinali graduated from Monash University with a double degree in Accounting and Management. She worked as an accountant in Australia after graduating and also in the field of Business Development at Hayleys Advantis Limited in Sri Lanka. She discovered her true passion in education and returned to Australia to complete a Graduate Diploma in Education in 2008.

She has extensive experience in education and training and has had the privilege of working and living in England, Australia and Sri Lanka. Working in multiple countries has given her exposure to a variety of methodologies that have been useful and effective in delivering training. Having had experience in both corporate and educational environments, she has a sound understanding of what is required in professional training programs.

She has delivered Train the Trainer, Mentor and Business Development Advisor training through an initiative of the Australian Government and the International Chamber of Commerce in Sri Lanka. She was also involved with training the Department of Immigration and Emigration and the Department of Registration of Persons to



develop English language proficiency under a program requested by the Australian High Commission.

Dhinali is committed to continuous learning in the field of education and training. This enables her to keep abreast of advances and changes that shape and enhance her own teaching and training.

Dhinali has a passion for travel and exploration of other cultures, particularly different cuisines. Her other interests include yoga, reading, hiking and solving puzzles.

Previous Clients include: The Department of Immigration and Emigration, The Department of the Registrations of Persons, The Australian High Commission, Skills for Inclusive Growth, The International Chamber of Commerce in Sri Lanka.

Luke Booker

Qualifications

- 2016 - Cambridge Examiner certification (YL, KET, PET)
- 2012 – Cambridge CELTA certification
- 2009 BA (Honours) Illustration, Coventry University

Luke graduated from the University of Coventry in 2009 with a First-Class BA Honours in Illustration. He has worked exclusively in the field of English Language teaching since 2012 at universities and for both private and state enterprises. He has extensive experience in General English as well as English for Specific Purposes and English for Academic Purposes.

Prior to moving to Sri Lanka, Luke taught at universities in Nagoya and Tokyo, Japan for 3 years. Courses were designed to strengthen professional English for various university fields, such as engineering, hospitality, law, medical sciences and business. Luke has regularly taught students from around the world at summer schools in the UK. He prepared students for Cambridge Examinations in Spain, along with teaching short-term intensive courses in Austria and Germany. Luke has worked closely with teaching staff, delivering sessions and workshops on IT, critical thinking, team building and teaching techniques. He joined the British Council, Colombo in January 2019. Luke's interests include photography, reading, cinema, swimming and skiing. He enjoys exploring Sri Lanka and visiting new places.



International training experience: Japan, Sri Lanka

Previous clients include: Sri Lanka Department of Immigration, Parliament of Sri Lanka

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

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

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



The Empower Culinary and 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.

Merrill J. Fernando
Charitable Foundation

Contact us

Tevinda Thempana

Manager Business Development

Tevinda.Thempana@britishcouncil.org

+94 764 620 653