

ONE TO ONE ENGLISH

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# SPECIALISTS IN CORPORATE LANGUAGE TRAINING

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Accredited by the



for the teaching  
of English in the UK

**Over almost 20 years, we have supported London and overseas businesses through the provision of first class corporate language training, both in the workplace and at our West End centre ideally located in Covent Garden.**

With today's international workforce, it's likely that at least one of your employees speaks English as a second language. Your employee's language may need polishing ahead of a key presentation or pitch, in other cases clients have requested training focus on sector-specific language, whilst newer arrivals to the UK may need their confidence boosting from a lower starting point. At One to One English we cover the entire spectrum of needs by creating tailor-made programmes according to each client's requirements. Our clients range from multinationals to small and medium-sized businesses. We have trained managers, executives, technicians, designers, architects, salespeople,

# WELCOME TO ONE TO ONE ENGLISH

**“ONE TO ONE ENGLISH WAS FOUNDED IN 1999 WITH THE AMBITION OF DELIVERING EXEMPLARY PERSONALISED TUITION TO EVERY ONE OF OUR STUDENTS. I'M PROUD TO DECLARE THAT, OVER TWO DECADES, WE HAVE SUPPORTED NUMEROUS NON-NATIVE SPEAKERS REALISE THEIR ASPIRATION TO DEVELOP THEIR ABILITY TO COMMUNICATE CONFIDENTLY IN ENGLISH. WHATEVER THEIR MOTIVATION — TO ADVANCE THEIR CAREER, PREPARE TO STUDY IN AN ENGLISH-SPEAKING ENVIRONMENT OR SIMPLY FOR PLEASURE — THEY VALUE OUR PERSONALISED AND FLEXIBLE APPROACH. AS OWNER & DIRECTOR OF ONE TO ONE ENGLISH, I LOOK FORWARD TO DEVELOPING A PERSONALISED TRAINING PLAN TO FULFIL YOUR CORPORATE NEEDS.”**

*Josh Dalby*

Josh Dalby BA (Oxford) Dip. Tefl.  
Director & Owner of One to One English

restaurant managers, auditors, brokers, marketers and many other professional and service personnel.

# FLEXIBLE OPTIONS

We will deliver the language training you require, when and where you require it.

Every course begins with a fully comprehensive introductory assessment of each employee involved. In tandem with our initial meeting, this enables us to design a course built around company objectives and individual needs, with clear targets.

Training can take place on an individual 1-to-1 or group basis and can be timetabled according to the availability of your staff. It can take place at your workplace, at One to One English or via Skype and at an agreed lesson frequency. 'Flexi' courses typically include 2-3 lessons per week (each lesson is 60-90 minutes), whilst much more intensive courses of up to 40 hours per week are also possible. Our experienced teachers will make the most of the time available, focusing clearly on agreed objectives and building confidence and proficiency.

Throughout the duration of the training, One to One English will provide regular feedback to the employee(s) and/or a nominated member of staff at the company. Alongside, the training will respond to any evolving needs of employee(s) and company.

# AGREED OBJECTIVES

Whilst the needs of each company and employee are diverse, broadly speaking, objectives may be task-based, skills-based or a combination of the two.

Task-based objectives include helping the trainee develop language for:

- Motivating and incentivising a team
- Inducting and training staff
- Conducting appraisals
- Implementing policies and procedures
- Interacting professionally with colleagues
- Networking and socialising
- Managing telephone interactions
- Delivering effective presentations
- Negotiating and confirming terms
- Preparing and delivering sales pitches
- Analysing and forecasting trends
- Resolving conflicts

Skills-based objectives focus on increasing employee confidence in some or all of the following areas:

Skill	Objective
Speaking	<ul style="list-style-type: none"><li>● Develop confidence and fluency, without hesitation and frequent pauses</li><li>● Moderate accent to allow clearer pronunciation, rhythm and intonation</li><li>● Use grammar correctly to reduce mistakes and learn to self-edit</li></ul>
Writing	<ul style="list-style-type: none"><li>● Compose emails independently without the need for secondary checking</li><li>● Prepare and deliver presentations clearly and effectively</li><li>● Identify and use the style appropriate to the task</li></ul>
Listening	<ul style="list-style-type: none"><li>● Listen better through familiarisation with features of fast spoken English such as linking and contractions</li></ul>

# CASE STUDY 1

## ALESSANDRA



**Company:** Chipotle, International Restaurant Chain

**Role:** Service Manager

### Profile:

Alessandra had recently been promoted to Service Manager. In her new role, what Alessandra needed was a much stronger set of English language communication skills, both to train and coordinate her service team as well as to liaise with senior managers. Alessandra was frustrated by her tendency to translate from her native Italian and wanted to correct her grammar mistakes and expand her vocabulary. The company is committed to promoting its core values by investment in staff training. One to One English is a partner in ongoing training of managers and operatives at several London branches.

### Programme:

Task-based programme with the specific objective of improving communicative performance in key tasks that Alessandra would perform as Service Manager. The programme skills mix was 75% speaking for face-to-face interactions and telephoning, 25% writing for in-service training reports and email correspondence.

### Schedule:

24 hours: 2 x 1.5-hour sessions per week for 8 weeks

### Outcomes:

#### Task-based

Alessandra was able to perform many key tasks much more effectively including:

- Motivating and incentivising her team
- Delivering workplace inductions and training
- Instilling customer service values
- Promoting the brand offer accurately and enthusiastically
- Maintaining standards and managing change
- Showing appropriate respect, politeness and tact
- Setting out policies and procedures with clarity and precision
- Identifying problematic issues and presenting solutions
- Writing internal and external emails independently
- Preparing and presenting in-service staff training reports

#### Skills-based

Alessandra made significant progress in language skills including accuracy, self-editing, lexical range, pronunciation and writing in an appropriate style.

**“WE HAVE BEEN USING THE SERVICES OF ONE TO ONE ENGLISH FOR OVER 4 YEARS AND REMAIN EXTREMELY SATISFIED WITH THEIR FLEXIBILITY AND RESPONSIVENESS. THE IMPROVEMENT IN THE ENGLISH LANGUAGE ABILITIES OF OUR EMPLOYEES IS NOTABLE.”**

Carol Vandanesi, HR Director, Chipotle (UK)

# CASE STUDY 2

## ANDREA



**Company:** BDO LLP, Law & Accountancy Firm

**Role:** Human Resources Director

### Profile:

Andrea was HR Director at the Italian subsidiary of a Japanese electronics manufacturer. He had been promoted to a much more international role in which a strong command of spoken English would be crucial. He was aware of making repeated grammatical mistakes and having a limited vocabulary. He had difficulty understanding fast speech and lacked confidence when participating in complex discussions.

### Programme:

Skills- and task-based programme to achieve confidence in speaking fluently and accurately; strengthen accuracy and register in writing; and specific task objectives to enhance communicative performance in his new role. The skills mix was 80% speaking and listening comprehension skills for face-to-face interactions and telephoning, 20% writing skills for reports, proposals and email.

### Schedule:

96 hours: 32 x 1.5-hour sessions per week for 2 weeks

### Outcomes:

#### Task-based

Andrea could perform key tasks much more accurately and fluently including:

- Conducting executive recruitment interviews
- Conferring on recruitment decisions
- Writing and delivering staff performance reviews
- Holding trade union discussions and negotiations
- Presenting processes and procedures concisely and clearly
- Social business English for networking and informal interactions
- Being culturally responsive to social norms, facial and body language

#### Skills-based

Andrea significantly improved confidence in speaking, overcoming his previous hesitancy caused by lack of vocabulary and weak listening skills. Through intensive controlled practice, he eliminated 'fossilised' errors and was able to accurately produce complex structures. Furthermore, Andrea dramatically improved his ability to understand advanced topic-specific vocabulary and a much wider set of current business English language, as well as improving his comprehension of spoken English.

**"I HAVE ALWAYS LOVED WORKING WITH ONE TO ONE ENGLISH BECAUSE THE COURSES ARE TAILOR-MADE ACCORDING TO THE NEEDS OF OUR CLIENTS, ALLOWING THEM TO GET THE BEST RESULTS IN THE SHORTEST POSSIBLE TIME."**

Stefania Paone, Director, European Centre of Management Studies (Italy)

# CLIENT LIST

Company	Sector	Trainee
Amazon	Online retail	Logistics Operatives
Analytics SEO	Online marketing	Marketing Manager
Apple Group	Technology	Technical Consultant
BDO	Accountancy	Auditor
Caressa Khan	Cosmetics	Quality Controller
CEZ Romania	Power generation	Procurement Director
Chevron	Energy	Engineer
Chevron	Energy	Project Manager
Chipotle	Restaurant chain	General Manager
Chipotle	Restaurant chain	Facilities Engineer
European Commission	Government	Interpreters
Evercore	Investment banking	Executive
FBD	Law	Paralegal
HRM Solutions	Human resources	CEO
ITV	Television	Senior Executive
Kurse & Sprachreisen	Language training	Proprietor
LEGO	Toys & games	Senior Director
L1 Energy (UK)	Private equity	Senior Executive
Markom Group	Investment banking	Executive
MATCH Hospitality	Events management	Account Manager
Nellsar	Private healthcare	Nurses & Care Assistants
NIDEC Group	Manufacturing	HR Director
Nomura	Investment banking	Project Manager
NViro	Cleaning	Account Manager
Philip Morris	Tobacco	Marketing Managers
Racco	Cosmetics	Chief Executive
Rethink Recruitment	Recruitment	Executive
Rocketfuel	Marketing	Account Manager
Salumificio Marchisio	Food production	Sales Manager
Sorin group	Medical supplies	Product Consultant

We welcome you to call upon our extensive experience by contacting us for a free, no obligation personalised quotation:

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