

## Language and Communication Training

Poor communications cost businesses, whether that's mistakes made due to ineffective internal communications, time wasted due to inefficient written communications, or business directly lost due to poor communications with clients from different cultural backgrounds. Strong communications are key to employee engagement, productivity and building your competitive edge in an increasingly small world.

LCP can work closely with you to assess your needs and determine the best development plan and delivery, such as workshops or one-to-one coaching.

The broad area of business and communication training can be categorised into four key development areas:

- Internal communication, particularly in periods of change
- English language skills
- Business writing
- Cross cultural communications

### How can language and communication training benefit your business?

- Ensure training and development is effectively tailored to staff speaking English as a Second Language
- Equip employees with the skills to communicate effectively and sensitively with clients from different cultural backgrounds
- Give staff the skills to write concise and targeted communications, for both external and internal purposes
- Promote diversity and cultural sensitivity

### Our Consultants

Our team of consultants and coaches have a level of experience, enthusiasm and diversity that you'd be hard pressed to find elsewhere. The benefit to our clients is clear, through the positive feedback we always receive, and the tangible and significant benefits our work has had, to their organisations. All our consultants have:

- at least 15 years' experience
- a diverse range of long-tenured business backgrounds
- blue-chip and SME experience
- private and public sector experience

### Example Language and Communication Training Scenarios

- To train board members to write concise board papers
- To train line managers to communicate effectively with staff speaking English as a Second Language
- To train sales teams to work effectively with overseas clients

To discuss how we can help contact us at e: [enquiries@lcp.org.uk](mailto:enquiries@lcp.org.uk) t: 01273 590232 or visit our website at [www.lcp.org.uk](http://www.lcp.org.uk)

### LCP Language and Communication Training Process

01 Initial discussion between LCP and client

02 LCP provides a written proposal to client with project objectives, approach, fees and terms of business

03 Proposal finalised between client and LCP

04 Training, coaching or consultancy support takes place

05 Client and LCP conduct progress reviews

This is an example of the language and communication training process which will be tailored to meet the needs of each client.

Contact us or visit the [Language and Communication Training](#) page on our website for more information on what we are able to offer.

“ Simplified rules that have mystified me for years ”

Anon, Business Language Training delegate