



English for Student Advising (52)

21st-22nd August 2024

Venue: Wissenschaftszentrum Bonn, Ahrstr. 45, 53175 Bonn

Preliminary Programme

Wednesday, 21th August 2024

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| 09.30 am | Welcome and Introduction |
| 09.45 am | "Getting Started"
Creating a welcoming atmosphere and making small talk |
| 11.15 am | Coffee break |
| 11.30 am | Session 2: "Providing Information"
Acquiring and practicing basic vocabulary for student advice centre advisors/assistants; explaining students' needs and university requirements; sharing ideas and experiences among the group |
| 13.00 pm | Lunch break |
| 2.00 pm | Session3: "The Admission Process"
Advising students on various issues related to the admission process; reporting and reflecting on everyday issues; role-playing typical conversations |
| 3.30 pm | Coffee break |
| 3.45 pm | Session4 "The Language of Emails"
Learning typical email phrases and expressions; style and form of emails; practicing writing a short email |
| 5.15 pm | Feedback and summary of the workshop's results so far
Reflection on issues that have emerged; suggestions from participants |
| 5.30 pm | End of day 1 |



Thursday, 22th August 2024

- 09.00 am **Welcome to Day 2**
Revising yesterday's key issues and vocabulary
- 09.30 am **Session 5: "Telephoning Skills"**
Acquiring and practicing vocabulary for telephone conversations; role-playing typical situations on the phone
- 11.00 am **Coffee break**
- 11.15 am **Session 6: "Intercultural Challenges"**
Reflecting on social customs and cultural differences, e.g. politeness, formality, body language and gestures, manners, humour
- 12.45 pm **Lunch break**
- 1.45 pm **Session 7: "Critical incidents/ difficult situations"**
Describing challenges with students and/or staff; learning from each other's experience with difficult situations
- 3.15 pm **Coffee break**
- 3.30 pm **Session 8: "Revision"**
Revising and reflecting on what we have learned; including a small test/quiz; optional: focusing on topics and issues requested by the participants
- 4.15 pm **Closing round and review: Where can we go from here?**
Concluding remarks and evaluation
- 5.00 pm **End of seminar**

Organization and management:

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