

Englisch für Studierendensekretariate

Tagungsort: Wissenschaftszentrum Bonn

Programme

Monday, 28 November 2022

- 9:00 a.m. **Welcome and Introduction**
- 9:15 a.m. **Session 1: "Getting Started"**
Creating a welcoming atmosphere and making small talk
- 10:45 a.m. **Coffee Break**
- 11:00 a.m. **Session 2: "Dealing with Questions"**
Acquiring and practicing basic vocabulary for faculty/departmental advisors/assistants; role-playing typical everyday situations
- 12:30 p.m. **Lunch Break**
- 1:30 p.m. **Session 3: "Intercultural Challenges"**
Reflecting on social customs and cultural differences, e.g. politeness, formality, body language and gestures, manners, humour and timing
- 2:45 p.m. **Coffee Break**
- 3:00 p.m. **Session 4: "The Language of Emails"**
Learning typical email phrases and expressions; style and form of emails; practicing writing a short email
- 4:30 p.m. **Feedback**
Reflecting on issues that have emerged
- 5.00 p.m. **End of Day 1**

Tuesday, 29 November 2022

- 9:00 a.m. **Introduction to Day 2**
Revising yesterday's key issues and vocabulary
- 9:15 a.m. **Session 5: "Giving Advice"**
Advising students and staff on various issues related to their stay at the university; reporting and reflecting on challenges with students and/or staff
- 10:45 a.m. **Coffee Break**
- 11:00 a.m. **Session 6: "Telephoning Skills"**
Acquiring and practicing vocabulary for telephone conversations; role-playing typical situations on the phone
- 12:30 p.m. **Lunch Break**
- 1:30 p.m. **Session 7: "Recruitment"**
Describing the appointment process and role play of selection procedures, trying to find the best candidate for a position
- 2:45 p.m. **Coffee Break**
- 3:00 p.m. **Session 8: "Revision"**
Revising and reflecting on what we have learned; including a small test/quiz; optional: typical phrases and expressions needed to explain or translate departmental forms
- 4:15 p.m. **Round-Up and Review**
Concluding remarks and evaluation
- 4.30 p.m. **End of Seminar**

Organisation und Leitung:

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