

The Communicaid Group is a leading provider of language and cultural training to the corporate and public sectors. We also offer advice and consultancy on a wide range of international communication issues. The Communicaid Group comprises the following divisions:

Communicaid English (London)

Offers a full range of Business English and cultural training courses tailored to meet the needs of organisations and their employees. Leading specialisations are offered in the fields of law, finance and insurance, where training is delivered by a unique team of dual-qualified and experienced trainers.

Communicaid International (London)

Provides language and cultural training in all world languages and cultures to corporate clients. Our tailor-made programmes are designed to improve the global communication of organisations and their employees in an international arena.

Communicaid Public Sector (London)

Offers unique expertise in designing and delivering specialist language and cultural training to government departments and other public sector clients.

Communicaid Langues (Paris)

Conveniently located close to Place de la Concorde, Communicaid Langues provides a range of general and specialist language and cultural training to meet the needs of the local market.

Communicaid Frankfurt

Communicaid Frankfurt's office, situated in the heart of the financial district, is ideally positioned to cater for the language and cultural needs of businesses and their employees based in Germany.

We provide a full range of language and cultural training programmes, along with consultancy services, at each of the following centres:

London

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Frankfurt

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Improving Global Communication

The Communicaid Group

Through Language & Culture

Business English Language Programmes

Europe's leading provider of business and specialist English language training

Specialist programmes include:

- Business English
- Legal English
- Banking and Financial English
- English for the Insurance Industry
- English for University Staff



Improving Global Communication

Communicaid English

Through Language & Culture

Specialists in improving your business communication in English

The English training division of The Communicaid Group, [Communicaid English](#) has gained a reputation as a pioneer of business-specific English language training. By tailoring each programme to the specific needs of you, the client, and using an individually designed approach for every course, we are able to offer you an unparalleled level of personalised training.

In addition to business English skills training, [Communicaid English](#) works in association with professional bodies and sector experts to provide specialised training in the key fields of finance, insurance and law. You will benefit from some of the UK's most experienced and effective trainers, all of whom have considerable training expertise as well as practical experience in various fields of international business.

Flexible programmes designed for you

The flexibility of a fully "à la carte" service offers you the ability to combine various training options in order to meet your specific requirements, whether as an individual or in a group.

All training courses are entirely "portable" and can take place at our City-based London training centre, one of Communicaid's international centres, or at a location of your choice worldwide.

Through individually designed courses and the best selection of trainers, we ensure you will be able to focus on the language you genuinely need.

Wide choice of accommodation and social programmes

For delegates participating in intensive training programmes in London, Paris and Frankfurt, accommodation can be arranged with carefully selected executive host families or in centrally located partner hotels.

As part of any programme for overseas delegates, we are also happy to arrange evening social events and to provide information about other recreational activities. Where possible, they are intended to be additionally helpful in language learning and the appreciation of English business and culture. Activities include visits to the Law Courts, Lloyds of London and West End theatres.

Cultural briefings - improving global communication through culture

The ability to maintain international business relations does not depend solely on a good command of the English language. Understanding British or North American culture and business practices can be key to a successful assignment or negotiation. [Communicaid English's](#) cultural briefings are designed in close collaboration with you and can cover topics such as:

- ❑ cultural diversity
- ❑ country profile
- ❑ people and society
- ❑ working practices and conditions
- ❑ how to build successful business relationships
- ❑ business ethics and etiquette
- ❑ negotiation and communication styles

Detailed information available on request.



Clients' comments

"Following the merger with Universal, English became the working language of the HR department to meet the needs of our multinational staff. The training provided by Communicaid Langues at our headquarters in Paris and Communicaid English in London was crucial for the development of our internal and external relations."

Annie Mireille Perrier
Director
Recruitment and Mobility Corporate Human Resources
Vivendi-Universal

"By taking the Financial and Banking English course, I considerably improved my writing and oral communication skills. I am now able to write professional banking English, mainly thanks to Communicaid's personal approach and the individual tailoring of the programme to my needs."

Jeroen Wassing
Credit Analyst
Rabobank

"Communicaid's course in English for Public and Media Relations for our Public Relations Department was highly successful. All participants found the trainer extremely helpful and approachable. We received every assistance from Communicaid English at all stages, from the planning of the course to the delivery. We look forward to training with Communicaid again in the future."

Agata Czamara
Deputy Head
Training Department
National Bank of Poland

"The language training courses were provided by a highly professional tutor team with industry experience. Tractebel were impressed by the structure of the courses. Communicaid established a clear understanding of the objectives of the individual participants before starting the training."

Peter Lecomte
Human Resources Consultant
Tractebel

Specialist programmes

If none of the outlined programmes fits your needs, in terms of timing or content, we would be delighted to design a course to your specifications. Courses can cover any subject and industry experts will be brought in to assist with the design and teaching of the course. Specialist programmes include:

- ❑ Pharmaceutical Industry
- ❑ Medicine
- ❑ Oil and Gas
- ❑ Import-Export
- ❑ Sales and Marketing

Available all year round these programmes offer a highly targeted solution to your language training needs.

Language testing and consultancy services

If you require assistance in setting up a corporate training programme or assessing language competency as part of a recruitment process, [Communicaid English](#) offers a wide range of consultancy and testing services.

More details available on request.

Government and public sector

For government departments and public institutions worldwide, Communicaid Public Sector, offers unrivalled expertise and experience in provision of English language training.

Training is provided in a range of specialisations, including areas such as diplomacy, cultural relations, public sector law, defence, security, intelligence, and central banking.

Detailed information available on request.

Your needs - understood and met

In order to ensure that your course is tailored to meet your needs, a detailed needs analysis interview and language assessment will be undertaken by the Account Management and Training team prior to commencement of training.

The objective of this initial interview is to establish realistic targets and identify areas of focus for study. Based on this information, recommendations on the duration and format of the programme are then made. Only once agreement is reached on the substance of the course will we proceed with your training.

Worldwide recognition

In addition to preparation for public examinations, our association with and recognition by many industry bodies (The Chartered Insurance Institute, The Law Society of England and Wales, Nederlandse Orde Van Advocaten, etc.) provides important industry validation (including CPE and CPD points).



Programmes tailored to meet your needs

[Communicaid English](#) provides both general and specialist English training. A list of programmes available is set out on these pages. Whichever option you choose, however, will be individually designed to meet your training needs.

In order to give you the greatest possible practical benefits, courses aim to concentrate on real life situations which are likely to be of relevance, such as:

- ❑ participating in international business meetings
- ❑ delivering formal presentations
- ❑ negotiating contracts and agreements
- ❑ entertaining business clients
- ❑ developing strategic plans



Structure

Course structures range from one-day seminars to 2-8 week programmes. [Communicaid English](#) will work with you and your training department to design a flexible programme to meet your requirements.

Typical Programmes include:

Combination Group Courses: Consists of 3 hours of individual training followed by 3 hours of group tuition per day. During the afternoon sessions you will have the opportunity to learn with business professionals of an equivalent level. Groups are limited to 6 delegates.

Individual Training: Designed to suit the needs of the individual client. Alongside development of general English language skills, specific topics such as negotiating, presenting, telephoning and the language of meetings can be included.

Closed and Tailor-made Group Courses: Specialised courses designed on request for a group of employees with similar training needs. Content can cover company-specific, as well as industry-specific styles and vocabulary.

Flexible timing

All programmes are flexible and can be arranged with two weeks' notice. Open group courses are available for the following programmes (dates available on request):

- Drafting Contracts in English
- English for the Insurance Industry
- English for University Staff
- Combination Group Courses

Location - your choice

Training can take place at one of our training centres located in London, Paris or Frankfurt, your premises, or a venue of your choice worldwide.

Highly experienced trainers

The [Communicaid English](#) faculty comprises professionals from many industries. Our trainers include practising lawyers, insurance brokers and financial specialists. As well as being qualified linguists, they are also able to offer you a wealth of experience in your industry/sector.

Wide Choice of Programmes

Business English

For every course, the content and the approach is adapted and based on your individual requirements. Though the emphasis is on business communication, we employ no fixed methodology, choosing instead to agree with you the best and most effective approach. Every businessperson's needs are different and [Communicaid English](#) offers the flexibility to meet those varying requirements.

English for the Insurance Industry

Through its partnership with the Chartered Insurance Institute (CII), [Communicaid](#) offers insurance professionals English training courses of unparalleled specialisation. We provide you with trainers who have themselves worked for many years in international insurance. They can therefore offer you their own practical and professional experience in the business, as well as their expertise as experienced and qualified linguists.

- Public Programmes
- Individual/In-company training

English for University Staff

Together with its established links to the corporate world [Communicaid English](#), through similar partnership with educational institutions, has developed a number of programmes specifically designed for academic professionals. These courses are designed for individuals working in higher education, who need to use English for giving lectures, greeting and hosting foreign visitors, and for attending international conferences and seminars.

Skills Training

Either as a stand-alone programme or as part of a wider course, the full range of business communication skills can be covered. These include:

- Advanced writing training
 - contracts
 - reports
 - memos
 - letters
 - emails
 - technical documentation
- Presentation skills
- Meetings
- Negotiating skills

Legal English

- Drafting Contracts in English
- English for Legal Secretaries
- Individual/In-company training

Run by dual-qualified and experienced professional legal trainers and practising lawyers, the courses combine practice in legal terminology and essential skills with seminars on key concepts of international and EU law.

Banking & Financial English

[Communicaid](#) has a team of highly experienced financial and banking English trainers who can tackle all key areas of international finance. By using dual-qualified trainers, the client can focus on areas of both professional and linguistic interest. All courses are individually tailored, the focus varying according to each participant's requirements, be it the accurate use of specialised terminology or skills-based sessions (report writing, financial analysis, negotiating contracts, presenting data etc.).

