ENTREPÔT
TRAINING INSTITUTE

BUSINESS ENGLISH

FOR MANAGERS & PROFESSIONALS

Speak with authority. Debate with confidence. Present with impact.

18 HOURS | 9 TOPICS

Practical business communication | Instructor-led training

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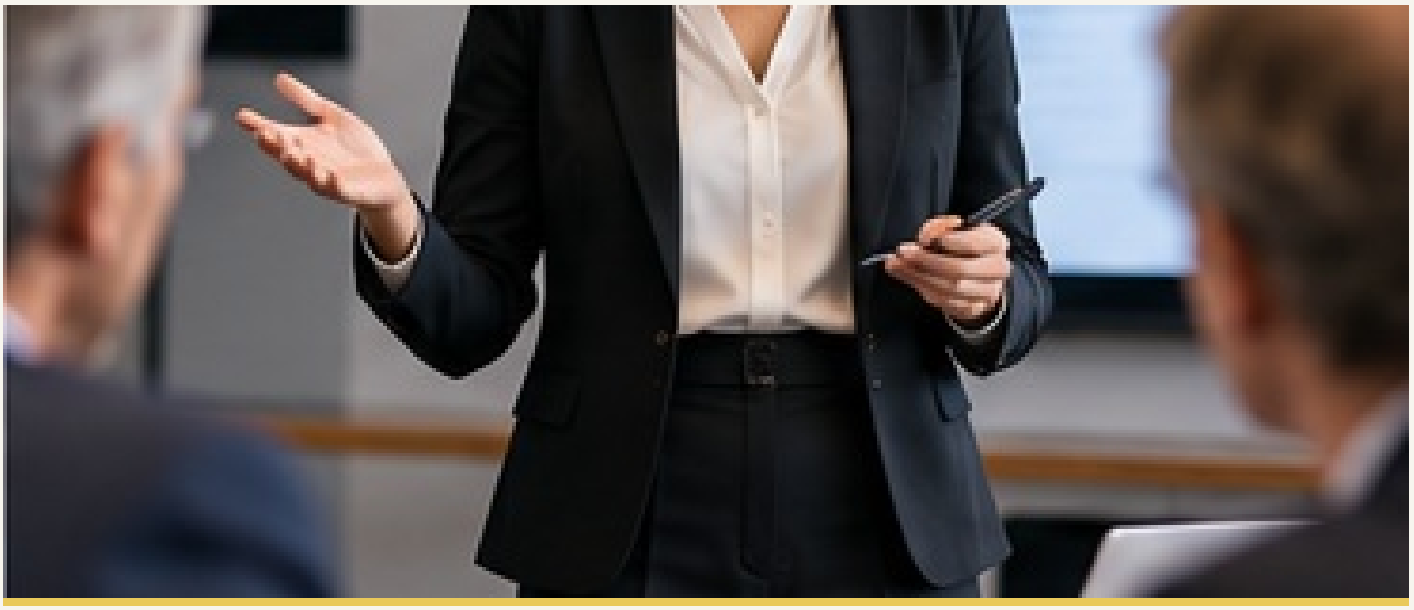
COURSE SUMMARY

Executive communication built around real business and management conversations.



Business English is more than speaking fluently. Managers must explain decisions, challenge ideas diplomatically, negotiate outcomes and influence colleagues through precise language and confident delivery.

WHAT YOU PRACTISE

Management terminology, structured arguments, professional meetings, executive summaries and stakeholder-facing conversations.

HOW YOU LEARN

Nine topic-led discussions, debates, role plays, vocabulary drills, recorded speaking feedback and mini-presentations.

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LEARNER PROFILE

Designed exclusively for professionals who use English in business.

IDEAL PARTICIPANTS

Team leaders, supervisors, managers, department heads, entrepreneurs, business owners, consultants, client-facing executives and emerging leaders.

RECOMMENDED STARTING LEVEL

Intermediate spoken English or equivalent workplace experience. The emphasis is on professional impact, not beginner grammar or casual conversation.

TRAINING APPROACH

Every two-hour session integrates subject-specific business vocabulary, a management debate, body-language coaching, pronunciation and accent-clarity drills, plus an applied presentation or role play.

9 MANAGEMENT TOPICS × 2 HOURS

18 instructor-led hours | Practical assessment | Final presentation

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COURSE CONTENT

01 Leadership & Decision-Making

MANAGEMENT FOCUS	Leadership styles, delegation, accountability and difficult decisions
BUSINESS VOCABULARY	Alignment, ownership, escalation, strategic priorities, trade-off
DEBATE / CASE	Should decisive leaders make decisions without team consensus?
DELIVERY LAB	Executive recommendation; confident stance, pauses and decisive intonation.

02 Strategy & Business Planning

MANAGEMENT FOCUS	Vision, KPIs, targets, growth priorities and strategic initiatives
BUSINESS VOCABULARY	Roadmap, milestones, competitive advantage, market share, ROI
DEBATE / CASE	Is market expansion more important than operational efficiency?
DELIVERY LAB	Two-minute strategy pitch; stress on numbers and strategic terms.

03 Meetings & Management Discussions

MANAGEMENT FOCUS	Agendas, chairing meetings, objections and action points
BUSINESS VOCABULARY	Quorum, consensus, deliverables, follow-up, bottleneck
DEBATE / CASE	Are shorter meetings always more productive?
DELIVERY LAB	Chair a meeting; turn-taking, eye contact and neutral accent clarity.

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COURSE CONTENT

04 Finance & Commercial Performance

MANAGEMENT FOCUS	Budgets, profitability, costs, cash flow and business cases
BUSINESS VOCABULARY	Margin, forecast, variance, break-even, working capital
DEBATE / CASE	Should companies cut costs or invest during uncertainty?
DELIVERY LAB	Budget briefing; pronunciation of figures, percentages and financial terms.

05 Negotiation & Conflict Resolution

MANAGEMENT FOCUS	Persuasion, objections, concessions and win-win outcomes
BUSINESS VOCABULARY	BATNA, counteroffer, compromise, leverage, terms
DEBATE / CASE	Should managers prioritise long-term relationships over price?
DELIVERY LAB	Buyer-supplier negotiation; calibrated tone and open body posture.

06 Performance & People Management

MANAGEMENT FOCUS	Feedback, appraisals, motivation and accountability
BUSINESS VOCABULARY	Competency, appraisal, retention, productivity, coaching
DEBATE / CASE	Do performance-based rewards motivate teams fairly?
DELIVERY LAB	Performance feedback role play; empathetic tone and active listening.

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COURSE CONTENT

07 Change Management & Innovation

MANAGEMENT FOCUS	Digital transformation, resistance, risk and adaptation
BUSINESS VOCABULARY	Adoption, disruption, transformation, agility, stakeholder buy-in
DEBATE / CASE	Should automation replace routine management decisions?
DELIVERY LAB	Change announcement; pacing, emphasis and persuasive gestures.

08 Stakeholder & Client Communication

MANAGEMENT FOCUS	Expectation-setting, updates, service recovery and reputation
BUSINESS VOCABULARY	Touchpoint, value proposition, escalation, deliverable, SLA
DEBATE / CASE	Is transparency always the best policy with clients?
DELIVERY LAB	Client briefing and Q&A; diplomatic phrasing and clear pronunciation.

09 Executive Presentations & Influence

MANAGEMENT FOCUS	Storytelling with data, recommendations and persuasive closing
BUSINESS VOCABULARY	Key takeaway, rationale, benchmark, impact, call to action
DEBATE / CASE	Should leaders use data or storytelling to influence decisions?
DELIVERY LAB	Final 4-minute management presentation with structured feedback.

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LEARNING OUTCOMES

A practical, workplace-focused English communication programme.

BUSINESS VOCABULARY

Use management and business terminology accurately in real discussions.

EXECUTIVE SPEAKING

Explain priorities, recommendations and decisions with structure and clarity.

DEBATE & INFLUENCE

Defend viewpoints, disagree diplomatically and respond to objections.

BODY LANGUAGE

Use posture, eye contact, gestures and listening signals appropriately.

ACCENT & PRONUNCIATION

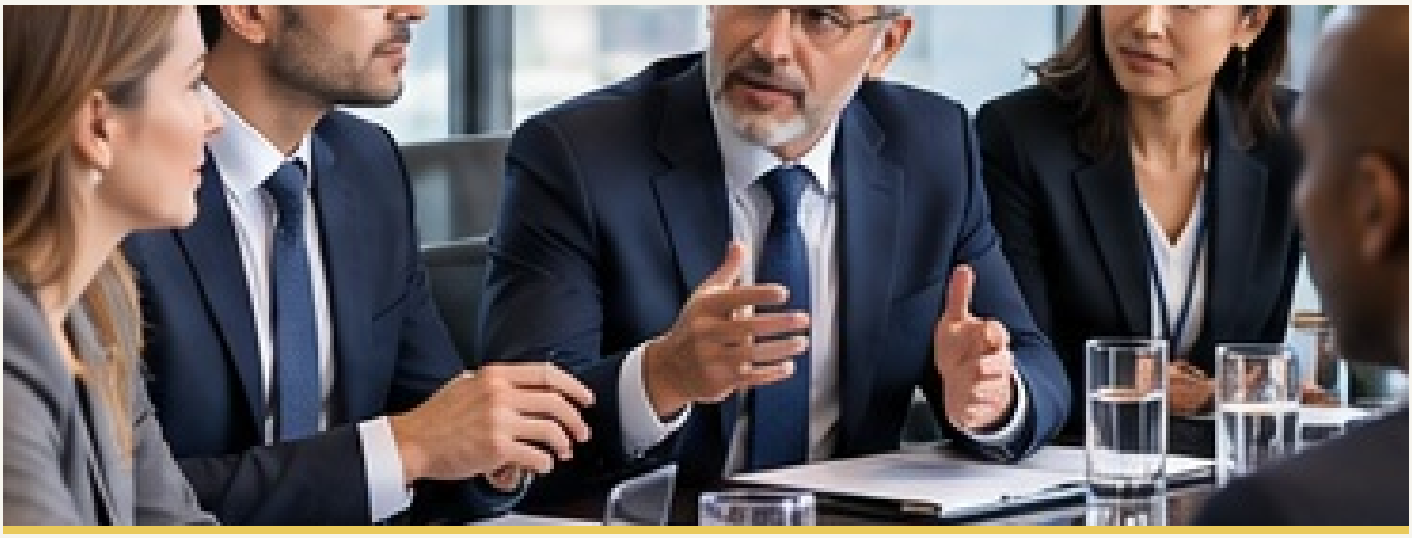
Improve intelligibility through stress, rhythm, linking and articulation; accent clarity rather than accent imitation.

PRESENTATION SKILLS

Deliver concise business briefings and respond confidently to questions.

WHY CHOOSE ENTREPOT?

Practical learning that reflects the language and pressures of the modern workplace.



REAL MANAGEMENT CONVERSATIONS

Debates, leadership scenarios, client meetings and presentations using authentic business situations.

COACHED DELIVERY

Integrated pronunciation, word stress, rhythm, intonation, body language and individual speaking feedback.

MEASURABLE PRACTICE

Baseline speaking task, in-session coaching and a final management presentation against a simple performance rubric.

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