

English for Administrative Staff

Annual Program 2026/2027

NEW!

Monthly
Conversation
Class

This is an annual program starting on Thursday, 15th October 2026.

Participants may register for the whole program or select individual modules. All modules are open to academic and non-academic staff. Upon fulfilment of the English course requirement, participants are awarded an International Certificate - Cross-Cultural Competence in Administration certificate. The requirements can be fulfilled step by step in a cumulative way and over several years.

Time: 9h00-10h00 on Thursday

Course format: digital via Zoom and Moodle

Instructor: Melanie Ryan, M.A.

Enrollment: <https://eveeno.com/spz-english-for-staff>

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Further information available at the link below:
www.uni-siegen.de/sprachenzentrum

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NEW!!!

Monthly Conversation Class

In addition to the modules, we are now offering a monthly conversation class on the **first Thursday of every month**, open to all staff with at least intermediate English. Rather than following a module, each session takes a short article or workplace-related topic as a starting point for discussion – practical, informal speaking practice in a relaxed, low-pressure setting.

Time: 09h00-10h00	Topic
Module 1 October 15th – November 19th	Emails & Phone Calls Communicate with clarity and confidence in everyday workplace interactions. This module focuses on writing professional emails and handling phone or video calls effectively – including scheduling, chasing progress, and negotiating deadlines. You will practice structuring clear messages, choosing the right level of formality, and using polite, natural phrases for requests, follow-ups, and clarifications. Through realistic tasks, you will build the language and strategies needed for smooth communication at work.
Module 2 November 26th – January 21st	Meetings: Arranging, Hosting, Participating Learn how to plan, host, and contribute to effective meetings in today's hybrid workplace. This module covers arranging meetings, welcoming participants, leading discussions, and closing with clear outcomes – including team discussions on workload and capacity planning. You will practice useful phrases for agreeing and disagreeing politely, reframing ideas, and summarizing key points. Build confidence in managing online and in-person meetings while improving your professional English.
Module 3 February 25th – April 15th	Negotiation & Problem Solving Strengthen your ability to reach agreements and resolve conflicts at work. This module focuses on collaborative communication across departments, negotiating deadlines and workload, and handling complaints. You will practice persuasive and diplomatic language for proposing solutions, setting boundaries politely, agreeing or disagreeing tactfully, and negotiating compromises. Through realistic role-plays and scenarios, you will gain practical experience in resolving issues, building cooperation, and maintaining positive working relationships in English.
Module 4 April 22nd – June 10th	Writing for the Public / Website Develop the practical writing skills needed to communicate clearly with a wider audience. This module covers producing short, public-facing texts such as FAQ entries, announcements, and out-of-office or auto-reply messages. You will practice structuring information clearly, choosing an appropriate tone, and writing concisely for readers who are skimming rather than reading closely. Short writing tasks are reviewed and discussed within the group, giving you practical, low-pressure feedback as you build confidence writing for a public audience.
Module 5 June 17th – July 15th	Giving & Receiving Feedback Learn the language to talk about flexible working, remote work, scheduled time off and wellbeing in professional contexts. This module helps you build vocabulary for workplace arrangements, practise diplomatic requests, and develop strategies for setting boundaries politely. You'll also explore how to discuss sensitive topics such as stress and workload in a constructive way. By the end, you'll feel more confident expressing your needs and preferences while maintaining professionalism.