English for Administrative Staff

Annual Program 2025/2026

Universität Siegen
Sprachenzentrum

This is an annual program starting on Thursday, 16th October 2025. 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 Webex and Moodle

Instructor: Melanie Ryan, M. A.

Enrollment: *https://u-si.de/gUqAP*

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Further information available at the link below:

www.uni-siegen.de/sprachenzentrum

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Time: 09h00-10h00	Topic
Module 1 October 16th – November 6th	**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. You'll practise structuring clear messages, choosing the right level of formality, and using polite, natural phrases for requests, follow-ups, and clarifications. Through realistic tasks, role-plays, and up-to-date reading, you'll build the language and strategies needed for smooth communication at work.
Module 2 November 13th – December 4th	**Organising Tasks & Priorities** Boost your productivity and efficiency with practical English for managing tasks and time. Explore strategies for prioritising, planning, and staying focused, while learning the vocabulary and expressions needed to negotiate deadlines, sequence tasks, and manage workload. Through authentic workplace scenarios, you'll practise scheduling, reassigning priorities, and discussing productivity challenges, gaining the tools to organise your workweek clearly and confidently in English.
Module 3 January 8th – January 29th	**Presenting** Develop your presentation skills while engaging with the timely theme of campus sustainability. Learn how to structure a clear talk, signpost effectively, and use persuasive language to pitch ideas. You'll practise delivering short presentations, handling questions, and using voice and body language to engage your audience. The module culminates in a mini pitch, giving you the confidence to present ideas in professional and academic contexts.
Module 4 March 5th – March 26th	**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. You'll practice useful phrases for agreeing and disagreeing politely, reframing ideas, and summarising key points. Build confidence in managing online and in-person meetings while improving your professional English.
Module 5 April 16th – May 7th	**Work-Life Balance** 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.
Module 6 May 21st – June 18th	**Negotiation & Problem Solving** Strengthen your ability to reach agreements and resolve conflicts at work. This module focuses on collaborative communication across departments, managing office politics, and handling complaints. You'll practise persuasive and diplomatic language for proposing solutions, agreeing or disagreeing tactfully, and negotiating compromises. Through realistic role-plays and scenarios, you'll gain practical experience in resolving issues, building cooperation, and maintaining positive working relationships in English.
Module 7 June 25th – July 16th	**Conference Processes** Learn how to confidently plan, host, and participate in academic conferences. This module brings together key workplace skills — organisation, presentation, moderation, small talk, and hospitality — in practical, interactive tasks. From drafting a programme to chairing a session or welcoming delegates, you'll practise the English you need to manage events smoothly and make a professional impression in international academic settings.