

STUDY GUIDE

ENGLISH FOR ADMINISTRATIVE STAFF 2

Poznań University of Technology

1. IDENTIFYING DATA.	
· Course Name.	English for Administrative Staff 2
· Coordinating University.	Poznań University of Technology, Poznań, Poland
· Partner Universities Involved.	N/A
· Course Field(s).	English for Specific Purposes (ESP)
· Related Study Programme.	N/A

<p>· ISCED Code.</p>	<p>0031 Personal skills and development – the course aims at fostering skills and knowledge which are essential for personal development around effective communication</p> <p>0111 Education science – the course promotes innovation and creativity based on sound grounds of contemporary state-of-art educational principles</p> <p>0232 Literature and linguistics – the focus is on the development of communicative language skills via numerous interesting language tasks and activities</p> <p>The course also pays special attention to:</p> <p>0611 Computer use</p> <p>0415 Secretarial and office work</p> <p>0417 Work skills</p>												
<p>· SDG.</p>	<p>Goal 4: Quality Education</p> <p>Goal 16: Peace, Justice and Strong Institutions</p> <p>Goal 17: Partnerships for the Goals</p>												
<p>· Study Level.</p>	<p>Open to English proficiency level B2 (CEFR)</p>												
<p>· EUNICE Key Competencies</p>	<p>[Indicate the Key Competencies required for the course.]</p> <ul style="list-style-type: none"> • Green – strongly • Orange- moderately • Red – partially • Blank cell - not at all <table border="1" data-bbox="470 1310 1428 1930"> <tr> <td data-bbox="470 1310 949 1415">Problem solving</td> <td data-bbox="949 1310 1428 1415">Green – strongly</td> </tr> <tr> <td data-bbox="470 1415 949 1520">Teamworking</td> <td data-bbox="949 1415 1428 1520">Green- strongly</td> </tr> <tr> <td data-bbox="470 1520 949 1626">Communication</td> <td data-bbox="949 1520 1428 1626">Green – strongly</td> </tr> <tr> <td data-bbox="470 1626 949 1731">Self-management</td> <td data-bbox="949 1626 1428 1731">Green – strongly</td> </tr> <tr> <td data-bbox="470 1731 949 1836">Cognitive flexibility</td> <td data-bbox="949 1731 1428 1836">Orange – moderately</td> </tr> <tr> <td data-bbox="470 1836 949 1930">Digital competence</td> <td data-bbox="949 1836 1428 1930">Orange – moderately</td> </tr> </table>	Problem solving	Green – strongly	Teamworking	Green- strongly	Communication	Green – strongly	Self-management	Green – strongly	Cognitive flexibility	Orange – moderately	Digital competence	Orange – moderately
Problem solving	Green – strongly												
Teamworking	Green- strongly												
Communication	Green – strongly												
Self-management	Green – strongly												
Cognitive flexibility	Orange – moderately												
Digital competence	Orange – moderately												

	Technical competence	Green – strongly
	Global intercultural competence	Green – strongly

· Number of ECTS credits allocated.	3 ECTS credits
· Mode of Delivery.	Synchronous
· Language of Instruction.	English
· Course Dates.	20.02.2027 – 11.06.2027
· Precise Schedule of the Lectures.	Every week on Friday from 9.30 to 11.00 CET
· Key Words.	Effective communication, skills improvement, friendly atmosphere
· Catchy Phrase.	'Tell me and I forget, teach me and I may remember, involve me and I learn.' Benjamin Franklin

· Prerequisites and co-requisites.	University Administrative Staff, English level B2
· Number of EUNICE students that can attend the Course.	15 – 20
· Course inscription procedure(s).	Standard Eunice Procedures

2. CONTACT DETAILS.

· Department.	Center for Languages and Communications, University of Technology Poznań, Poland
· Name of Lecturer.	Iwona Łęska-Drajerczak, PhD, DipRSA
· E-mail.	iwona.leska-drajerczak@put.poznan.pl
· Other Lecturers.	N/A

3. COURSE CONTENT.

This course is intended for university administrative staff who require English proficiency for professional communication in international academic environments at the upper-intermediate level (B2 CEFR) . It focuses on precision, fluency, and strategic communication in complex and high-responsibility contexts.

Participants will develop the ability to negotiate, present information, draft formal documents, and collaborate effectively with global partners. The course prepares staff to represent their institutions confidently in international settings.

4. LEARNING OUTCOMES.

- Communicating fluently and accurately in professional contexts
- Drafting formal reports, policies, and official correspondence
- Leading and participating effectively in meetings and negotiations
- Delivering structured presentations with confidence
- Interpreting and explaining institutional regulations
- Collaborating with international stakeholders
- Demonstrating intercultural and professional awareness

5. OBJECTIVES.

- Achieving confidence and fluent professional communication
- Producing clear and accurate formal documentation
- Leading and contributing effectively to meetings and projects
- Communicating diplomatically in challenging situations
- Strengthening international collaboration skills
- Developing the participants' intercultural competence

6. COURSE ORGANISATION.

UNITS

Week	Topic	Language Focus	Key Activity
Week 1	Professional Communication at the upper-intermediate level	Fluency and register	Case study discussions
Week 2	Formal Correspondence and Reports	Advanced writing structures	Drafting official reports
Week 3	Policy and Regulation Communication	Formal and legal terminology	Explaining university policies
Week 4	Meetings and Negotiations	Persuasive language	Negotiation role-play
Week 5	Leadership in Meetings	Chairing and moderating	Simulated committee meeting
Week 6	Presentations and Public Speaking	Structuring arguments	Institutional presentation
Week 7	International Projects and Grants	Project management vocabulary	Erasmus+ proposal task
Week 8	Data Analysis and Reporting	Describing trends	Presenting statistical data
Week 9	Conflict Resolution and Diplomacy	Diplomatic language	Managing sensitive situations

Week 10 -11	Strategic Event Management	planning language at the upper- intermediate level	Organising an international conference
Week 12 -13	Intercultural Communication	Global professional etiquette	Cross-cultural case studies
Week 14 – 15	Final Assessment	Integrated professional skills	Capstone simulation

LEARNING RESOURCES AND TOOLS.

Learning resources will be uploaded to Eunice Moodle Platform

PLANNED LEARNING ACTIVITIES AND TEACHING METHODS.

Masterclasses, guided discussions, role-play, group work, individual work, group and individual presentations and role-play

- Incorporating authentic institutional policies and reports
- Encouraging critical thinking and problem-solving
- Using project-based learning and real-life scenarios
- Providing detailed feedback on tone, accuracy, and coherence
- Simulating international academic environments

7. ASSESSMENT METHODS, CRITERIA AND PERIOD.

Continuous Assessment:

- Reports and formal emails
- Presentations and negotiations
- Case study analyses

Final Assessment:

- Writing a formal institutional report or policy document
- Delivering a professional presentation
- Participating in a negotiation or committee meeting

The course will be graded

OBSERVATIONS.

8. BIBLIOGRAPHY AND TEACHING MATERIALS.

Bibliography and teaching materials will be uploaded at Eunice Moodle Platform