

# Advising Students

*“Advice is like snow - the softer it falls ... the deeper it sinks into the mind.”* - Samuel Taylor Coleridge

The academic world today is increasingly international – and the need for convincing and nuanced communication in English is growing at the same pace. This can be seen in the many situations where university staff need to give advice to the student body – ranging from organizational and administrative help through to academic support and advice concerning emotional challenges.

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## Objective

This workshop provides its participants with the tools to help, advise and support international students or colleagues in English. The aim is that the participants will feel much more at ease in the situations in which they give advice in English, thus enabling them to offer a more efficient, friendly and helpful service.

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## Content of the Workshop

- Communications skills for giving advice concerning e.g. complications with university registration, finding an internship, choosing course modules, dealing with everyday situations in university life
- Establishing rapport with the person you are dealing with
- Focusing on language skills e.g.
  - asking and answering questions
  - direct, indirect and diplomatic questions
  - framing the correct questions to aid clarification
  - active listening
  - giving advice
  - and many more
- Developing and practicing the participants' own case studies
- Detailed feedback, from peers and trainer

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## Target Group

Administrators, counsellors and academics at Universities who would like to improve their communication skills in English to enable them to give more exact and helpful advice and support

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## Required English Language Skills

CEF level B2/ C1 and above

We offer a short online test to ascertain the respective language level of the participants. This is helpful but not a must.

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## Number of Participants

Up to 10 participants

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## Duration

1 – 2 days

