

Business English-Language Needs Analysis

Name: _____

Email address: _____

Job Title: _____

Company Name: _____

Main tasks and responsibilities at work _____

Skills and language

- Reading
- Writing
- Speaking
- Listening
- Grammar
- Vocabulary

In which of the areas above do you most need to improve your English (in order)?

Written texts

- Contracts
- General interest articles
- Specialist articles
- Formal business e-mails
- More informal e-mails
- Reports
- Memos
- Business letters
- Faxes
- Official notices
- Agendas
- Minutes

Others (please name) _____

Which 5 of these do you write most in English (in order of use)?

Which of the others do you read most in English (in order of use)?

Which of the above do you need help with/ practise of (in order)?

Speaking and listening

- Conferences
- One to one meetings
- One to one phone calls
- Conference calls
- Meetings of 3 or more people (please state numbers)
- Presentations
- Socialising

Which of these situations do you have to speak in?

- Customers
- Potential customers
- Direct boss
- Other superiors
- Subordinates
- Colleagues in same office
- Colleagues in other offices (please state where)

Which of these people do you have to speak English to?

Please write the appropriate number, from 1-8 on the spaces below, grading the subjects in order of importance.

- | | | | | | | | |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|
| • Social English | ... | ... | ... | ... | ... | ... | ... |
| • Business correspondence | ... | ... | ... | ... | ... | ... | ... |
| • Negotiations | ... | ... | ... | ... | ... | ... | ... |
| • Meetings | ... | ... | ... | ... | ... | ... | ... |
| • Telephone skills | ... | ... | ... | ... | ... | ... | ... |
| • Costumer service | ... | ... | ... | ... | ... | ... | ... |
| • Presentations | ... | ... | ... | ... | ... | ... | ... |