

TELEPHONING & OFFICE-BASED COMMUNICATION



Course Description

In an informal, collegial setting, participants will gain and practise the ability to use English effectively in a professional context. Language typical for telephoning, socialising at work and making professional small talk will be the focus.

Aims

- Building confidence when speaking English in a professional setting
- Learning and using characteristic phrases for contemporary telephoning
- Learning and using English effectively in professional social situations

Content

1. Applying politeness effectively
2. Dealing with professional telephone calls
3. Providing general information about the university (in an international context)
4. Welcoming visitors and students
5. Making small talk in various professional situations
6. Starting a conversation, keeping a conversation going and ending a conversation politely
7. Networking tips
8. Getting acquainted with colleagues and visitors

Target Group

Alle Mitarbeiter*innen der FHWN

Method

Continuous Assessment

Course Format

Part 1:

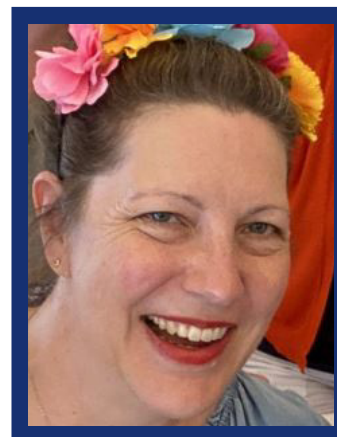
Thursday, 4th December 2025, 9-10:30 am (MS Teams)
Thursday, 11th December 2025, 9-10:30 am (MS Teams)
Thursday, 8th January 2026, 9-10:30 am (MS Teams)
Thursday, 22nd January 2026, 9-10:30 am (MS Teams)

Part 2:

Thursday, 29th January 2026, 9-10:30 am (MS Teams)
Thursday, 12th February 2025, 9-10:30 am (MS Teams)
Thursday, 26th February 2026, 9-10:30 am (MS Teams)
Thursday, 5th March 2026, 9-10:30 am (MS Teams)

Enrolment

[Course Enrolment](#)



**Ingrid Martschini, BA
CELTA**

Wissenschaftliche Mitarbeiterin im Institut für Sprachen, Lehrbeauftragte (Englisch) bei der FHWN seit September 2002, Lehre in den Fakultäten Technik, Gesundheit, Wirtschaft und Sport, sowie FH Kids Forscherferien, Uni Aktiv Plus, Business Across Cultures Workshop für BG Babenbergerring, Übersetzungen und Korrekturlesen, Mitglied Arbeitsausschuss für Gleichstellung & Diversität
Schwerpunkte:

- Lebenslanges Lernen
- Interdisziplinäre Kooperationen
- Planung und Ressourcen für unterschiedliche Lehrkontexte