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Situation:

Restructuring and Corporate Finance: The Division was becoming more international and the team needed to be able to understand broker and annual reports as well as in-depth English for Finances and Controlling.

The Issue:

Some of the financial terms used in the reports were very specific and needed clarifying however the largest issue was with soft-skills – how to make small-talk with corporate finance clients, how to manage meetings, hold presentations and how to have a seamless telephone calls.

Method:

We held 2 x group courses, one more soft-skills focussed and one more financially focussed. The assistants focussed on the soft skills to be able to make appointments with clients with confidence. The higher-level financial course focussed on advanced financial English and the students brought real-life samples of work to the course and learnt how to write and understand high-level financial English.

Tactics:

Project-relevant documents were assessed, and, with the help of In-Situ, documents were written and corrected. English for Specific Purpose literature was used (i.e. English for Finance and.) Telephone and small-talk role-plays were practiced every week.

Results:

1 and a half years later the staff of Restructuring and Corporate Finance speak with much more confidence than they did before. Soft-skills have become second nature and the staff need less time in understanding very financially-heavy documentation.