

ECB

Situation:

New premises: The ECB Premises division were tasked with the organisation of managing one of the largest building projects of its time – the new premises for the ECB in Frankfurt. From tendering each process down to actual implementation to the move of all the staff, the ECB Premises Division had to manage the entire process in English.

The Issue:

The company language of the ECB is English, and this extended to the building of the new premises. All permissions had to be bi-lingual plus all communications and all press releases. English for Civic Engineering and building was an area that not everyone in the division was familiar with.

Method:

In-Situ offered weekly 1-1 courses to the team members in their specific area of expertise. During the course, specific documents were fine-tooth combed and discussed. Role-plays were simulated and the premises were visited and some courses held there, in-situ.

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 Project Management, English for Civic Engineering.) Tours were given of the new premises during the building phase so the course was literally in-situ.

Results:

Since 1999 In-Situ has been teaching 1-1 courses, group courses for the Premises Division as well as other divisions (Marketing and Security.) The project is now completed, and the Premises Division staff members are all confident in their English speaking abilities. Some of them have conversational classes as maintenance.