

## Tips for Getting People to Slow Down!

EASY

One of the biggest problems with telephoning is speed. Native speakers, especially business people, can speak very quickly on the telephone. Here are some practical tips to get native speakers of English to slow down!

### **Immediately** ask the person to speak slowly.

"Could you please speak more slowly?"

"Could you say that in another way, so that I may understand?"

### When taking note of a name or **important** information, **repeat** the information as the person is speaking.

This is an especially effective tool. By repeating each important piece of information or each number or **letter** as they **spell** or give you a telephone number, you automatically slow the speaker down.

### Do not say you have understood if you have not. Ask the person to repeat until you have **understood**.

Remember that the other person needs to make himself/herself understood and it is in his/her interest to make sure that you have understood. If you ask a person to explain more than twice, they will usually slow down.

### If the person does not slow down, begin speaking your own language!

A sentence or two of another language spoken quickly will remind the person that they are **fortunate** because THEY do not need to speak a different language to communicate. Used carefully, this exercise in **humbling** the other speaker can be very effective.



CEC – Englisch kundennah! Attention! We're now on Facebook and Twitter. Next open Karaoke event on March 4, 2010 at Sombrero's Lustenau, 8 p.m.

## 7 Reasons to Get "CEC'd"!

MEDIUM



CEC is on Facebook! Become a fan and get invites to special events! Also, watch for CEC-TV!

With so many choices of language providers sending the same messages, how can you be sure that you're choosing the right one? After a course is completed, the only thing you should be interested in is: Can you do what you have been trained to do?

That's the only **proof** we aim for at CEC [ːkɛk]. With our business communications seminars, adjusted to any level, our participants can discover their best potential with professional language trainers, who think "outside the box!"

### Here are some of the reasons why CEC may be right for you:

- 1.) **Customised courses** means flexible scheduling for most institutions, but that's not all at CEC. We specialize in **custom-tailored** programs based on the needs of the participants' and the company's goals. If the participants are confronted in English in their jobs, **our materials are written for them**.
- 2.) **Our evaluations are individualized**, which means that we do not sell you more hours than what we believe the participants need. In this way, we have won many long-term partners, who value the **integrity** at CEC.
- 3.) Our courses are not just language courses; we **focus on business communication themes**, including incorporating the people and situations your employees deal with in the real business world.
- 4.) **Individualised attention**, even in groups (max. 6), has always been our cornerstone. Participants set and achieve measurable individualized goals while getting feedback and tips for increasing learning potential.
- 5.) Our ISO-certified trainers have a sincere **passion and interest** in providing top coaching. CEC's office is buzzing with creative ideas on how to develop **sustainable** and involving methods.
- 6.) **Our trainers receive regular training** and coaching, even if it means sending a second trainer to assist – at no extra cost to our clients!
- 7.) Due to low overhead costs and the dedication of our energetic team, we can offer **competitive** rates for both 1-2-1 courses and in-company trainings, providing you with an **incredible value for money**.

## Vocabulary

attention	Aufmerksamkeit
competitive	konkurrenzfähig
custom-tailored	maßgeschneidert
fortunate	Glück haben
humbling	jmdn bescheiden werden lassen
immediately	sofort
important	wichtig

integrity	Anstand
letter	(hier) Buchstabe
proof	Beweis
repeat	wiederholen
spell	buchstabieren
sustainable	nachhaltig
understood (understand, to)	verstanden
value (for money)	(hier) preiswert