

# The Language Partnership Business Communication Workshops FAQs

## **1. How are the Business Communication Workshops delivered?**

They are delivered as a webinar via Zoom.

## **2. How long does a workshop last?**

1 hour, which includes a 10-minute Q&A session.

## **3. How much does a workshop cost?**

Just €20. This includes a virtual goody bag of templates and vocabulary lists or examples of best practice answers, depending on the workshop.

## **4. How can I pay?**

You can pay through our website using a number of different payment methods, including paying by debit and credit card, or via PayPal, iDeal or AliPay. You can also make a direct bank transfer.

## **5. How do I join the workshop?**

Once you have registered, you will be sent a link to join the workshop in a confirmation email (if you don't think you've received it, please check your junk emails). A reminder email is sent 1 day before the workshop. You just click on the link to join the workshop from any desktop, laptop, mobile device, or Zoom Room. Most people join with computer audio and never need to dial into the workshop. Audio for the workshop will be streamed via your computer speakers. Make sure your computer speakers are on and test your system to see if you can receive audio.

## **6. Do I need a Zoom account to join a workshop?**

No.

**7. Can you send me a calendar invitation for the workshop?**

Yes, we can send you one after you register.

**8. What happens if the link doesn't work?**

Locate the 9-digit meeting ID/webinar ID from your registration email. It may appear at the end of the phone dial-in information, or it will be in the join link, just after <https://zoom.us/j/>. Sign into the Zoom Desktop Client or Mobile App.

- Click or tap Join a Meeting.
- Enter the 9-digit webinar ID and click Join or tap Join Meeting.
- If prompted, enter your name and email address, then click Join Webinar or tap Join.

**9. What kind of equipment do I need?**

All you need is a computer with an Internet connection or a smart phone with a strong Wi-Fi connection, and speakers. You may also use a headset instead of speakers or you may listen to the audio by calling the phone number that is included in your confirmation email.

**10. Is the workshop live?**

Yes, we host live workshops.

**11. I can't make the workshop at the scheduled time. Can I watch it at a later time?**

Yes you can but you must have registered before the event starts. It is available to watch for up to 30 days after the event.

**12. What time zone is the workshop held in?**

The time zone is Central European Time (CET). We are located in Luxembourg.

**13. Can I ask questions about the workshop before it starts?**

If you have any questions regarding registration, the content and objectives of the workshop or anything else, please contact us at [enquiries@tlp.lu](mailto:enquiries@tlp.lu). We can also advise you on the English requirements and whether the workshops are suitable for you.

**14. Can I ask questions during the workshop?**

Yes, via the In-meeting chat facility. Questions will be dealt with at structured Q&A points during the workshop.

**15. Can I leave the workshop while it is in progress?**

You can click Leave meeting to leave the workshop at any time. If you leave, you can re-join if the workshop is still in progress, so long as the host has not locked the workshop.

**16. Should I mute myself during the workshop?**

No – as an attendee, you are automatically muted.

**17. Will I receive further information about the topic discussed in the workshop after the event?**

Yes, a comprehensive pack with vocabulary lists and useful templates/examples of best practice answers will be emailed to you after the workshop. We will also send you a recording of the workshop.

**18. What will I get out of the workshop?**

You will develop more precision and fluency in your spoken and written Business English language, as well as professional skills that you need in everyday Business situations, such as writing effective emails, contributing to virtual meetings and speaking on the telephone. We will also give you the language and tools you need to communicate with tact and sensitivity in these complex times.

**19. How can I get information about future workshops?**

All of our scheduled workshops are listed on our website under Business English/Business Communication Workshops.