



The EUROPEAN SUPERVISOR EDUCATION INITIATIVE (ESE)

presents the

online seminar on

**“English and Communication Skills for European Supervisors”**

hosted by: Deutsche Bundesbank

Date: 8 - 10 December 2021

Time: 9.00 am - 1.30 pm CET

Venue: Online via Webex



## **OBJECTIVES**

European supervisors face a wide range of communication challenges throughout their workday. This seminar addresses several aspects of these challenges that result from communicating in a multicultural environment and increasingly often in virtual set-ups, both in the context of own team structures as well as versus supervised institutions. This highly interactive seminar aims to equip participants with communication skills to effectively handle these challenges and to enhance their overall capabilities in English in offline- and online-based communication formats.

## **TARGET GROUP**

Supervisory staff, new and experienced, or other central bank/supervisory authority employees required to communicate in both written and spoken English in the area of banking, insurance and/or capital markets supervision and with a minimum CEF level of B2 in English.

## **GROUP SIZE**

There will be a maximum of 12 participants.

## **TRAINER**

Expert of external training company.



## Programme:

### Day 1: Wednesday, 8 December 2021

09:00 - 10:30	<b>Session 1 - Meet and Greet</b> Introductions - Presenting oneself and one's job description/role to a professional audience - Presenting job challenges and best practices - Then vs. Pandemic era Expectation management
10:30 - 10:45	Coffee Break
10:45 - 12:15	<b>Session 2 - Communicating Across Cultures</b> What is intercultural intelligence? Why do we need it? How does one acquire it? Pitfalls for miscommunication and misunderstandings
12:15 - 12:30	Coffee Break
12:30 - 13:30	<b>Session 3 - Communicating Across Cultures (contd.)</b> Radical Candor - How Direct Can/Should I be? Group Exercises
<b>Wrap up</b>	Summarizing Take-aways To-dos



## Day 2: Thursday, 9 December 2021

09:00 - 09:30	<b>Day 1 Recap</b>
09:30 - 10:30	<b>Session 1 - Grammar Work</b> Reviewing Day 1 Grammar Highlights Find and Fix the Error <ul style="list-style-type: none"><li>○ Group work</li></ul>
10:30 - 10:45	Coffee Break
10:45 - 12:15	<b>Session 2 - Grammar Work (contd.)</b>  <b>Session 2 - Gathering Information</b> Question Types and Techniques Guiding the Tone and Quality of the Conversation using your questions
12:15 - 12:30	Coffee Break
12:30 - 13:30	<b>Session 3 - Question Types and Techniques (contd.)</b> Individual and Group Work
<b>Wrap up</b>	Summarizing Take-aways To-dos



## Day 3: Friday, 10 December 2021

09:00 - 09:30	<b>Day 2 Recap</b>
09:30 - 10:30	<b>Session 1 - (Virtual) Meetings</b> Virtual vs. Traditional: Similarities and Differences Types of Meetings <ul style="list-style-type: none"><li>○ Topic vs. Goal</li></ul> Opening -Leading -Closing <ul style="list-style-type: none"><li>○ Exercises</li></ul>
10:30 - 10:45	Coffee Break
10:45 - 12:15	<b>Session 2 - (Virtual) Meetings (contd.)</b> Functional Meeting Vocabularies and Expressions Virtual Simulations and/or role-plays
12:15 - 12:30	Coffee Break
12:30 - 13:00	<b>Session 3 - Bring it all together</b> Summarizing and wrapping up the workshop Take-aways Feedback

End of online seminar

## ORGANISATIONAL INFORMATION

### SEMINAR VENUE

The training is an online training and will be presented via WebEx.

### TRAINING FEE AND REGISTRATION

Seminar fee: 100 EUR - 150 EUR (depending on final number of attendees)

Please register via our website until Monday, 22 November 2021  
at <https://www.ese-initiative.org/ese-en>

Confirmations of participation will be sent after the registration deadline. Cancellation is free of charge until registration deadline. For any cancellations after the registration deadline the complete training fee is due.

Please note that nominating institutions will be charged via an invoice afterwards.



EUROPEAN SUPERVISOR EDUCATION INITIATIVE

## SEMINAR ORGANISATION

ESE Secretariat at Deutsche Bundesbank, Central Office Frankfurt

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## ABOUT ESE

The European Supervisor Education Initiative (ESE) is an alliance of central banks and supervisory authorities in Europe with the objective to qualify financial supervisors in Europe. Its members are Bank of Slovenia, Banque centrale du Luxembourg, Czech National Bank, De Nederlandsche Bank, Deutsche Bundesbank, German Federal Financial Supervisory Authority and Österreichische Nationalbank.

ESE is committed to high level training based on uniform standards to enhance financial supervisors' knowledge and skills and to promote a common European supervisory culture and practice. The initiative offers a modular seminar programme for banking, insurance and securities and markets supervisors, financial stability analysts and economists from central banks and supervisory authorities in Europe.

ESE is always open to new members or cooperations. Any contribution by European central banks, supervisory authorities or other institutions in the field of financial supervision sharing the idea that training is crucial to the success of financial supervision is highly appreciated.