



The EUROPEAN SUPERVISOR EDUCATION INITIATIVE  
(ESE)

presents the

online seminar on

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

hosted by: Deutsche Bundesbank

Date: 28 – 30 November 2023

Time: 9.00 am – 1.30 pm CET

Venue: Online via Webex



## **OBJECTIVES**

This seminar aims to address the communication and intercultural skills required when carrying out tasks in the field of financial supervision in English, both in on-site and online meeting settings. Participants should have an opportunity to enhance their communication capabilities in English through intensive interaction, always focusing on financial regulation terminology.

## **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.

All attendees should have a minimum CEF level of B2 in English (mandatory).

## **GROUP SIZE**

There will be a maximum of 12 participants.

## **TRAINER**

Ms. Gail Joseph, inlingua Frankfurt.



## Programme:

### Day 1: Tuesday, 28 November 2023

09:00 – 10:30	<b>Session 1 – Precise communication in international situations</b> Eliciting interview scenarios Handling cultural and personal differences
10:30 – 10:45	Coffee Break
10:45 – 12:15	<b>Session 2 – Question Techniques</b> Applying question techniques for gathering information Group work
12:15 – 12:30	Coffee Break
12:30 - 13:30	<b>Session 3 – Creating Impact</b> Making effective interventions with concise, logical and persuasive points Group work
<b>Wrap up</b>	Grammar analysis Extension of vocabulary and phraseology

### Day 2: Wednesday, 29 November 2023

09:00 – 09:30	<b>Day 1 Recap</b>
09:30 – 10:30	<b>Session 1 – Active Roleplay</b> Putting day 1 into practice Group work
10:30 – 10:45	Coffee Break
10:45 – 12:15	<b>Session 2 – Extension of vocabulary</b> Essential vocabulary for supervision and regulation Group work
12:15 – 12:30	Coffee Break



12:30 - 13:30	<b>Session 3 – Multicultural Meeting Situations</b> Intercultural awareness and intercultural communication Group work
<b>Wrap up</b>	Take-aways Extension of phraseology

### Day 3: Thursday, 30 November 2023

09:00 – 09:30	<b>Day 2 Recap</b>
09:30 – 10:30	<b>Session 1 – Active Roleplay</b> Putting Day 2 into practice Group work
10:30 – 10:45	Coffee Break
10:45 – 12:15	<b>Session 2 – Written communication</b> The evolving world of phraseology and etiquette Group work
12:15 – 12:30	Coffee Break
12:30 - 13:00	<b>Session 3 – International networking</b> Putting it all together
End of training	



## ORGANISATIONAL INFORMATION

### SEMINAR VENUE

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

### TRAINING FEE AND REGISTRATION

Seminar fee: 150 Euro

Please register via our website **by Tuesday, 21 November 2023**

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, unless replacement by another staff member of the cancelling institution can be arranged. Please note that nominating institutions will be charged via an invoice after the training.

### SEMINAR ORGANISATION

ESE Secretariat at Deutsche Bundesbank, Head 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.