

Needs Analysis

Skills and language

- Reading
- Writing
- Speaking
- Listening
- Grammar
- Vocabulary

Which of the areas above do you most need to improve in your English (in order)?

Written texts

- Contracts
- General interest articles
- Specialist articles
- Formal business e-mails
- More informal/ chatty e-mails
- Reports
- Memos
- Business letters
- Official notices
- Agendas
- Minutes
- Websites (please give example)
- Text messaging/chat (e.g. WhatsApp)
- Others (please name)

Which five of these do you write most in English (in order of use)?

Which of the others do you read most in English (in order of use)?

Which of the above do you need help with/ practice of (in order)?

Speaking and listening

- Conferences
- One-to-one meetings
- One-to-one phone calls
- Conference calls
- Meetings of three or more people (please state numbers)
- Presentations
- Socialising

Which of these situations do you have to speak in?

Which of the remaining ones do you have to/ do you listen to?

- Customers
- Potential customers
- Direct boss
- Other superiors
- Subordinates
- Colleagues in same office
- Colleagues in other office (please state where)

Which of these people do you have to speak English to?

What are the nationalities of the groups of people you speak to?

- Native speakers (from?)
- Non-native speakers (from?)
- Mixed native/ non-native groups

Who do you find it most difficult to talk to/ understand and why?
