

A two hour workshop for public service providers



# How to Speak to Learners of English



How does it feel to listen to a language you can hardly speak? You'll find out.



Learn 15 improvements you can make to how you communicate



Practice speaking in a way that is simple but doesn't sound patronising.



***"Excellent training, I wish it was compulsory for all the medical, statutory and voluntary sector. I will recommend it to everyone!"*** Alessandra Mondin



Here to help you communicate better with speakers of English as a Foreign Language



Online training for public service providers-

# How to Work Effectively with Interpreters

Essential training if you work in the public sector, because agencies are not required by UK law to send you someone qualified.

**You will learn to-**



**Book qualified interpreters**



**Make accurate interpreting easier**



**Recognise signs of unsafe or unethical interpreting.**



**Use face-to-face and telephone interpreting services**



***"Very useful training and great follow up resources. I feel much more confident about using interpreters and translators effectively."*** Helen Price



Delivered for English Unlocked by Marta Leigh,  
NRPSI registered interpreter and trainer.

A two hour workshop for front-facing staff



# How to Use Google Translate in the Workplace



Learn your way around this amazing app. Do you know all the things it can do?



Learn why it often goes wrong, and how to make mistranslations less likely.



Includes a tool for deciding when to use Google Translate and when it is unsafe to do so.



***"This was a great course to debunk the mysteries and vagaries of using Google Translate."*** Erica Williams



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Two hour workshop

# How To Write Accessible English for a Global Audience



How can you catch (and hold) the attention of readers who are learning English?



If it's clear enough for a learner of English, it's clearer for everyone.



Learn practical tips from Shelley Purchon who taught English for twenty years.



**"So effective and beneficial"**

Wayne Christy, Milton Keynes City Council

For mid and high-level managers.



# How to Spot Hidden Talent of Candidates from Outside The UK



**How to word a job description for improved Equality Diversity and Inclusion.**



**How to tell when foreign candidates are underselling themselves.**



**How to ask interview questions which enable them to shine.**



**How to tell if a candidate's English is good enough.**



**73%** of employers report that refugees have higher retention rates than other hires. Why not refresh your recruitment practices so that foreign candidates have a chance to shine?



**Here to help you communicate better with speakers of English as a Foreign Language**



Equality, Diversity and Inclusion training



# How to support colleagues whose first language isn't English



**What is so hard about English?  
Learn about hidden difficulties  
experienced by colleagues**



**Learn how not to sound like  
a 'wall of noise'**



**Practical tips for colleagues and  
managers to communicate inclusively  
with employees.**



***"I wish this training had been available for my  
colleagues when I started working in the UK."***

James Jeremiah Gacis, from The Philippines



**Here to help you communicate better with  
speakers of English as a Foreign Language**



Equality, Diversity and Inclusion training

# Humour and Politeness In the Culturally Diverse Workplace



Humour varies accross culture,  
and so does politeness.



How can you be humourous  
and respectful in a way that  
lands with everyone?



You will learn about common cross-  
cultural misunderstandings so that  
you can avoid them.



***“Dare I say, this course should be mandatory. I would recommend it for all my colleagues.”***

Lubem Gberikon, Gateshead Council



Here to help you communicate better with  
speakers of English as a Foreign Language

A unique workshop for public service providers

# How to Help Non-literate Refugees to Navigate Life

Learn to identify and support Students with Limited or Interrupted Formal Education (SLIFE.)



Signs that your client is masking a low literacy level, and how to speak to them about it.

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Tools and techniques to help your client access public services.

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Help your client become more self sufficient, and support their learning.



***"Evidence suggests that illiteracy is often linked with feelings of shame and stigma, creating additional barriers to accessing the very support people need."***

National Adult Literacy Agency (2010)

Available from May 2025

Contact [info@englishunlocked.co.uk](mailto:info@englishunlocked.co.uk) for details





A one hour workshop for primary and secondary teachers

# How to Communicate with EAL parents at a parents' evening



How does it feel for a parent who cannot speak the teacher's language?



Learn practical tips by watching a role play in Spanish.



Practice speaking in a way that is simple but doesn't sound patronising.



***"The most useful training I have received in a long time."***

Kimberley Mullick, Joint Deputy Headteacher  
Archibald First School



This one hour workshop works best face to face.  
Get in touch to find out more [info@englishunlocked.co.uk](mailto:info@englishunlocked.co.uk)



A one hour workshop for primary teachers-

# How to be understood by EAL children



Listen to a storybook being read in another language, and try to understand.



Notice which things help you understand and what gets in the way.



Learn to give clear classroom instructions and read engaging stories to EAL children.



***"The course gave me strategies I could use straight away to improve my practice."***

Richard Corbishley, Year 3 teacher



This one hour workshop works best face to face.  
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Flexible learning at a time that suits you-



# eLearning by English Unlocked



## **For healthcare providers-**

How to communicate with patients who speak English as an Additional Language



## **For all public service providers-**

How to work effectively with interpreters



***You can enroll straight away on an eLearning course by visiting the English Unlocked website***

**[www.englishunlocked.co.uk](http://www.englishunlocked.co.uk)**

*Get in touch if you would like to purchase a course for your whole workforce-  
[info@englishunlocked.co.uk](mailto:info@englishunlocked.co.uk)*



A two hour workshop for VCSE-

# Why interpreting is not a job for volunteers, *and what to do instead.*



Why is knowing two languages not the same as being an interpreter?



How can it go wrong if volunteers interpret?



Some alternative ways to meet this need which you may not have considered.



***"The most common error type was omission (52%), followed by false fluency (16%), substitution (13%), editorialization (10%), and addition (8%). "***

Glenn Flores, University of Miami, 2003



This workshop is in development.

To find out more contact [info@englishunlocked.co.uk](mailto:info@englishunlocked.co.uk)