

# English as a second language (ESL) training for pharmaceutical professionals

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# Overview

- In this course, you will learn language and terminology specific to the pharmaceutical industry.

## Aim:

- For you to be able to communicate effectively with your colleagues and clients.

**Disclaimer: I am not medically-qualified.  
Nothing in this training course should be taken  
as medical advice!**

# Lesson 1

## Basic concepts

- Pharmaceutical industry
- Drug development
- Regulatory affairs
- Sales and marketing
- Research and development

# Pharmaceutical industry

- The pharmaceutical industry involves the
  - Development
  - Production
  - Distribution

of drugs and other medical products.
- Define each of the above.
- Which area do you work in? Can you describe your role?

# Regulatory affairs

- The process of obtaining and maintaining approval for the sale and marketing of medications.
- Ensures that medications meet standards
  - Safety
  - Effectiveness
- Discussion - Strict standards for medication approval vs need to speed up the approval process to get to market more quickly.

# Sales and marketing

- The promotion and distribution of medications to healthcare professionals and consumers.
- Involves:
  - Developing marketing strategies and materials
  - Training sales representatives
  - Tracking sales data
  
- Discussion - types of strategy, and marketing materials

# Research and development

- The process of conducting scientific research to discover new medications and improve existing ones.
- May involve:
  - Laboratory research
  - Animal testing
  - Human clinical trials
  
- List the trial phases with a brief description of each.

# Useful verbs

- Administer: To give or apply a medication or treatment to a patient
- Analyse: To study or examine something closely
- Conduct: To carry out or perform an activity or experiment
- Dispense: To give out or provide a medication to a patient
- Manufacture: To produce a product, especially on a large scale
- Market: To promote and sell a product or service
- Research: To study or investigate a topic in order to learn more about it
- Test: To examine or try out something in order to determine its qualities
- Treat: To provide medical care or attention to a patient

Use each of the above in a sentence.



# Business English - fill in the blanks

- We need to increase the **xxxxxxx** of the generic drug to meet the demand.
- The company is planning to **xxxxxxx** a new prescription medication in the coming year.
- The sales team is **xxxxxxx** doctors and hospitals as **xxxxxxx** customers for our OTC products.
- We should consider **xxxxxxx** with other pharmaceutical companies to **xxxxxxx** a new treatment for a specific disease.
- The marketing department is working on a campaign to promote the **xxxxxxx** of our latest **xxxxxxx** drug.

Prescription, collaborating, production, targeting, launch, potential, develop, benefits

# Business English - fill in the blanks

- The financial team is **xxxxxxx** revenue for the next quarter based on the sales of our current products.
- The **xxxxxxx** department is responsible for hiring and training new **xxxxxxx**.
- The research and development team is conducting **xxxxxxx** to identify new potential **xxxxxxx** targets.
- The **xxxxxxx** is reviewing the contract for the **xxxxxxx** agreement with a foreign company.
- The quality control department is ensuring that all of our products meet the necessary **xxxxxxx** standards.

Forecasting, safety and efficacy, licensing, human resources, legal department, drug, employees

# Roleplay - project meeting

- Person 1: Good morning, everyone. Let's get started.
- Person 2: Hi, thanks for having me.
- Person 1: First on the agenda, we need to discuss the status of the clinical trial for the new cancer drug.
- Person 2: Right, so we are currently in Phase 3 of the trial. We have enrolled over 1000 patients and are collecting data on the efficacy and safety of the drug.
- Person 1: Excellent. And what have been the results so far?

# Roleplay - project meeting

- Person 2: Overall, the results have been promising. We have seen significant improvement in the disease progression in the treatment group compared to the placebo group. However, we have also seen some adverse effects in a small percentage of the patients.
- Person 1: Hmm, that's something we need to keep an eye on. Are there any plans to address the adverse effects?
- Person 2: Yes, we are working with the regulatory team to determine the best course of action. We are also continuing to monitor the patients closely and collecting additional data to fully assess the risk-benefit profile of the drug.
- Person 1: Alright, thank you for the update. Let's move on to the next item on the agenda.

# Summary - Lesson 1

In this lesson we learned:

- The core functions of the pharmaceutical industry.
- Some general business English terminology.
- How to conduct a project meeting.

In the next lesson we will learn about naming and classifying drugs.

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