


2 – DAY

BUSINESS ENGLISH AT WORKPLACE

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INTRODUCTION

This program focuses on grammar, listening, speaking, business writing, reading and professional business communication. While reading and writing English are recognised as very important, the program is designed to give each participant maximum opportunity to hear, understand, and speak the English language to improve their level of proficiency in verbal communication using English. This program aims to help participants to understand the rules of grammar so that they can construct grammatically correct sentences. It will remove the uncertainties in grammar and word usage by providing plenty of practice leading to a strong grounding. The program will give lots of clear grammar explanations which are easy to remember, and how to apply the knowledge in daily interactions and writing. The program goal is to provide exposure to practical and useful English so that the participants can immediately begin to communicate in the English language confidently.

METHODOLOGY

- Interactive sessions
- Group discussions
- Listening sessions
- Role play

COURSE OBJECTIVES

By the end of this course, you will be able to:

- Understand the basics of modern English grammar.
- Use correct grammar in their spoken and written communication at work.
- Understand how English grammar and strong vocabulary applies at work.
- Practice listening skills to improve ability to understand.
- Practice speaking to express thoughts and opinions clearly and convincingly.
- Grasp the basic rules to speak and write confidently to customers.
- Write emails and reports professionally.
- Understand the professional tools of business communication.

WHO SHOULD ATTEND?

Business professionals, non-executives and executives conducting business regularly with English speakers who wish to build rapport and strengthen relationships

PROGRAM OUTLINES

MODULE 1: GRAMMAR 1

- Parts of Speech –
 - Articles
 - Nouns
 - Pronouns
 - Verbs
 - Adverbs
 - Adjectives
 - Conjunctions
 - Prepositions
- Simple and continuous past, present, future
- Kinds of Sentences
- Sentence Errors
- Sentence Structure
- Pronunciation
- Vocabulary

MODULE 2: LISTENING, SPEAKING & READING (BASIC)

- Greetings
- Script reading
- Basics of Listening Skills
- Taking notes/ orders
- Speaking politely
- Taking control of the situation
- Reading an article

MODULE 3: BUSINESS WRITING (BASIC)

- Defining Email
- Types of Emails
- Format
- Writing Emails

MODULE 4: GRAMMAR 2

- Simple and continuous past, present, future
- Modals
- There is/ there are
- Count/ non-count nouns
- Articles
- Prepositions of time, place, manner
- Adjectives: Comparative and Superlative
- Pronunciation of past tense –ed, plural –s, -es
- Yes/ No and Wh- Questions
- Construction of compound sentences
- Pronunciation
- Vocabulary

MODULE 5: LISTENING, SPEAKING & READING 2

- Conversation starters
- Rejoinders
- Giving opinions
- Agreeing/ disagreeing
- Asking for details
- Asking permission
- Asking for and Giving Advice
- Sequencing
- Speaking hypothetically
- Discussing Sensitive Topics
- Accepting and Refusing
- Expressions for Description
- Indirect Requests
- Tag Questions

MODULE 6: BUSINESS WRITING 2

- Informal letter
- Formal letter
- Memos
- Minutes
- Meeting agenda
- Preparing invoice

MODULE 7: USING COMMUNICATION TOOLS

- Understanding Delivery Methods
- Selecting Words
- Using Tone and Sincerity
- Using Body Language
- Selecting the Correct Channel

MODULE 8: SENDING EFFECTIVE MESSAGES

- Expressing without Provoking
- Verbal Language: Communicating through better choices of words
- Body language in communication: The Positive & negative body language we communicate
- Our tone of voice and it's impact on others

MODULE 8: COMMUNICATING IN THE WORKPLACE

- Using E-mail Etiquette
 - Understanding E-mail Guidelines
- Resolving Employee Complaints
 - Understanding Effective Complaint
 - Resolution Processes