

2 – DAY BUSINESS ENGLISH COMMUNICATION



Introduction

Using proper English at the workplace can be such a daunting task for certain people. Fear of making mistakes, poor foundation in Basic English rules as well as lack of proper guidance are some of the challenges faced by working Malaysian adults. But the truth is that English is undeniably the single most important medium in today's competitive workplace.

Understanding, using, communicating and a firm grasp of English goes beyond responding to a management memo. With a firm grasp of the basic rules of English usage such as word formation, pronunciation, vocabulary and grammar, a whole new world opens to that person. He/she may not be so afraid to take the first step towards using English – not only at the workplace, but everywhere he/she goes.

Course Objectives

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

- Learn to speak confidently and fluently
- Build on listening, speaking, writing and reading skills
- Improve your vocabulary, spelling and pronunciation
- Learn in a professional, business-like environment with all the latest technology
- Gain a better understanding of common spelling & grammar issues in business writing
- Learn to use email professionally & effectively
- Master techniques for improved proofreading skills

Methodology

Modules will be conducted in fun, interactive workshop-manner. All methods are aimed at improving participants' speaking, reading and writing skills. Some of the methodology employed:

- Online presentation
- Discussions
- Writing exercises
- Reading exercises

Who Should Attend?

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



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Course Outline

MODULE 1: UNDERSTANDING & USING PROPER GRAMMAR

- For effective learning and application, at the end of each sub-topic, exercises and assessments will be given and discussed.

COMMON MISTAKES IN ENGLISH

- Revising grammar & sentence construction

MODULE 2: SENTENCES CONSTRUCTION

- What should a sentence consist of?
- The structure of a sentence
- Common mistakes when constructing sentences
- Sentence structure: Complete, incomplete, run-on, coordination of verb tense

PRONUNCIATION

- Pronounce correctly

MODULE 3: COMMUNICATE WITH CONFIDENCE IN PUBLIC GREETINGS & INTRODUCTIONS

- Greetings
- Self-Introduction
- Introducing Someone

MODULE 4: COMMUNICATION

- Telephone Skills
- Beginning the Call
- Introducing the Company
- Offering Assistance
- During the Call
- Ending the Call

MODULE 5: ASKING FOR & GIVING DIRECTIONS

- Asking for Directions
- Giving Directions

MODULE 6: MEETING SKILLS

- Beginning the Meeting
- During the Meeting
- Participation in Meeting

MODULE 7: PUBLIC SPEAKING

- Word to use using a presentation or speech
- Technique and language guidance

MODULE 8: EMAIL COMMUNICATION

- Sentence structure in Email
- Uses of jargon & abbreviation
- Delivering email messages accurately

