

ENGLISH AT WORK

SPEAK & WRITE WITH CONFIDENCE



Using English effectively at workplace requires specific and demanding knowledge of business-centred grammar and vocabulary. Employees who are unable to communicate effectively in English can adversely affect the organization's image and lose out in job promotion and international exposure. Common scenarios in bad communication skills include staff using incorrect vocabulary, inappropriate tone, verbally rude, miscommunication or poor communication skills. As such, it is vital that the correct usage and good English communication skills are adopted at workplace to ensure improved customer service, increased staff confidence, interviews and exchanging views and ideas with people in a group without any barrier and limitation.

This 2-day intensive course has been designed to address the emerging need to "fast-track" English language skills for non-native English speakers. Your skills will be enhanced through exercises which are enjoyable, interactive and work-related.

Elite Essential promises to make your language learning journey easy and enjoyable!

YOU WILL LEARN:

1. **Fluency** – Conversational skills for oral communication
2. **Management** – English for meetings and presentations
3. **Office** – English for telephoning, emailing and small talk
4. **Vocabulary** – All the key business phrases you need
5. **Grammar** – Professional, smooth communication style

PROUDLY ORGANIZED BY



ELITE ESSENTIAL
INTEGRATING PEOPLE AND KNOWLEDGE

Learning Outcomes

- Speak English with more confidence and style.
- Use English in a realistic working environment.
- Participate more successfully in organization activities.
- Expand professional vocabulary.
- Communicate clearly in such a way that there is exchange and flow of business ideas.
- Develop ideas and present them in an appropriate manner.
- Communicate with superiors and all levels of staff with confidence.
- Develop skills in asking questions that give them information they need.
- Enhance their ability to handle difficult business communication situation.

PROGRAMME OUTLINE

Module 1

TIPS ON SELF-INTRODUCTION

- Stating your name clearly
- Placing yourself – from which organization, position you hold
- Background – what you can share
- Goal – what drives you and what do you want to achieve from this training
- Sharing your hobbies

Module 2

DAILY GENERAL COMMUNICATION: ASKING FOR AND GIVING INFORMATION

Questions should begin with:

- “Wh” and “How” questions
- May, Can, Could, Would, Will, Shall, Should
- Is, Are, Was, Were

Module 3

DAILY GENERAL COMMUNICATION: ASKING FOR FAVOUR / ASSISTANCE

- Using “Can, Could, Would, Would you mind”

Module 4

DAILY GENERAL COMMUNICATION: OFFERING ASSISTANCE / ASKING PERMISSION

- Using “Can, Could, Would you mind if, Do you mind if, Let me”

Module 5

DAILY GENERAL COMMUNICATION: EXTENDING, ACCEPTING AND DECLINING INVITATION

Using question and statement:

- E.g. Could you come to my house for dinner tonight?
- E.g. I am inviting you for dinner at my house tonight.

Module 6

DAILY GENERAL COMMUNICATION: ASKING AND GIVING OPINIONS

- Asking
 - What is your view / opinion on
 - What do you think of
 - How do you feel about
 - How do you find
- Giving
 - In my view / opinion
 - I think
 - I feel that
 - I find that

Module 7

COMMUNICATION AT THE OFFICE AND WORK PLACE (INTERNAL COMMUNICATION)

- Communication with superiors, subordinates and work colleagues
- Management meetings, staff meetings
- Discussions on solving work problems, proposals and recommendations, requesting for assistance, giving feedback, etc.

Module 8

COMMUNICATION WITH BUSINESS SECTOR (EXTERNAL COMMUNICATION)

- Customers: Product and services, good customer service, various situations customized to actual working / business environment, etc.
- Suppliers and vendors: Regular supplies, sufficient supplies, short supplies, etc.
- Technicians and engineers: Maintenance of machines, premises, computers, etc.
- Government, GLCs, Associations: Dealing with the various departments, etc.

Module 9

TELEPHONE COMMUNICATION AND CONVERSATION

- Tips on how to communicate on the telephone
- Greeting, polite expression and responses
- Phrasal verbs used in telephone conversation
- How to deal with difficult people

Module 10

PRESENTATION AND PUBLIC SPEAKING

- Overcoming nervousness and speech crutches
- Step 1 – Participants stand in front of the class, trainer will ask impromptu questions, and participants will have to answer and elaborate on the answer.
- Step 2 – Participants will have to do a presentation either work presentation or speech. This will be guided by trainer.

Module 11

LANGUAGE FOCUS

- Nouns
 - Singular
 - Plural
- Verbs
 - Present, Present Continuous, Present Perfect Tenses
 - Past, Past Continuous, Past Perfect Tenses
- Subject-Verb Agreement

Written exercises on the above such as fill in the blanks, choice of right words and sentence construction.

Module 12

EMAIL COMMUNICATION AND ETIQUETTE

- Basic email etiquette
- Do(s) and Don't(s) in email writing
- Exercises on email writing and responses in various business situations
- Writing of attachments
- Corrections on grammar

REGISTRATION FORM

25-26 FEB 2019 | THE EVERLY PUTRAJAYA



ELITE ESSENTIAL
INTEGRATING PEOPLE AND KNOWLEDGE

WORKSHOP TITLE

English at Work
Speak & Write with Confidence
25-26 February 2019, The Everly Putrajaya

GROUP OF 5-9 PAX

RM 1199
per person

GROUP OF 4

RM1499
per person

EARLY BIRD

RM1599
per person

NORMAL RATE

RM1699
per person

Notes:

- Kindly contact Elite Essential should accommodation is required.
- Early bird rate applies to registration received 1 month prior programme.
- For group registration of 10 pax and above, please contact Elite Essential for exclusive rate.
- Prices not inclusive of 6% Service Tax.

Tel: 603 8063 9211, Fax: 603 8063 7211 | Email: training@elite-essential.com.my

ORGANISATION:

SST ID:

CONTACT PERSON / APPROVED BY:

ADDRESS:

DESIGNATION:

TEL:

FAX:

EMAIL:

Participant Details

NAME ①:

DESIGNATION:

H/P:

EMAIL:

NAME ②:

DESIGNATION:

H/P:

EMAIL:

NAME ③:

DESIGNATION:

H/P:

EMAIL:

NAME ④:

DESIGNATION:

H/P:

EMAIL:

Terms and Conditions:

- Registration fees include refreshments, lunches, course, materials, and certificate of attendance.
- Cancellation of registration must be made in written form (letter, fax or email) to Elite Essential Sdn Bhd before 10 working days prior to the event with 20% of the registration fees imposed for cancellation. The full registration fees will be billed to your organisation for cancellation received within 10 working days prior to the event or in a case of "no-show".
- Substitution of participant(s) is allowed with no additional charge provided Elite Essential Sdn Bhd is notified in writing of the name and designation of the new participant(s).
- Full registration fees must be received before commencement of the course. Participants with outstanding registration fees are required to make payment on site or present an undertaking letter, local order or letter of approval to participate. If one of these cannot be supplied, Elite Essential Sdn Bhd reserves the right to refuse admission.
- Elite Essential Sdn Bhd reserves the right to change the venue, facilitator and reschedule or cancel the course whenever deemed necessary. We shall inform the participant(s) if any changes arise.

MODE OF PAYMENT (please tick the appropriate box)

CHEQUE

BANK DRAFT

LOCAL ORDER

PAYMENT BY CHEQUES / BANK DRAFTS should be made payable to "Elite Essential Sdn Bhd" and crossed "A/C Payee Only"; (Maybank, A/C No: 5127 8102 2331; Swift Code: MBBEMYKL). You may bank in or send the cheques / bank drafts to us via registered mail / courier express. Please fax a copy of the transaction slip to us at Fax: +603-8063 7211 and indicate invoice number for verification purpose.

We fully understand and agree on the terms and conditions stated above.

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Authorised Signature

Name _____

Designation _____

Company Stamp:

Date:

To confirm your registration, kindly complete this form and fax to us at Fax: +603-8063 7211 or email: training@elite-essential.com.my
For course enquiry, please contact us at Tel: +603-8063 9211