



English Communication Skills

Date: 21st – 22nd October 2009

Venue: **outLOUD Academy, Damansara Perdana, P.J.**

WORKSHOP DESCRIPTION

This workshop is for the business executives who deal and communicate with people from different backgrounds at the work related environment. It introduces the participants on the many ways in which the English language can be used for conducting business related functions more effectively and efficiently in the business environment.

This workshop consists of modules that will suit the participant's needs on the essential skills needed when communicating using English in the business environment for everyday purposes. The workshop focuses on speaking and listening better, so that the individual will be able to perform better when communicating in English and produce superior results in a business related setting.

WORKSHOP OBJECTIVES

- To be aware of each individual problem areas when speaking & listening in English;
- To be able to be proficient in the phonetic sounds of English;
- To be able to identify how miscommunication happens in a business environment;
- To be able to use accurate words to say what is meant;
- To avoid using ambiguous words in a business setting;
- To use better sentence structures when speaking English in a business setting;
- To speak professional English when in a business environment;
- To be able to sound courteous when speaking in a business environment;
- To sound confident when expressing ideas in English;
- To learn how to ask and clarify statements;
- To learn how to handle different types of questions;
- To be able to identify key words when listening;
- To learn how to listen effectively and respond accordingly;
- To respond tactfully in a business environment;
- To be able to respond tactfully in English;
- To learn how to convey accurate information to other people at the office using English.

WHO SHOULD ATTEND? Executive and Non-Executive



**Facilitated by
Darren Suresh**
Training Consultant

Darren has a BA and a Diploma in Business Management in addition to 18 years of actual work experience and 6 of that in Training & Development. In his years of being in the job market, Darren has been in the manufacturing, sales & marketing, event management, contact center, (Business Process Outsourcing) BPO and education industries. Darren serves as a Training Consultant with the ATCEN International Group –a leading regional provider of people and brand development. He has a passionate belief that people are the key to success in any organization.

Known for his charisma and strong personality he challenges ideas and boundaries during his time as a company trainer in the contact centers. He believes in the motto *People make the company great, technology just helps them along*. He is a dynamic, enthusiastic and energetic trainer and believes in working with the cultures of his clients and yet is able to challenge appropriately and sensitively. Additionally, Darren is able to design, develop, train, facilitate, evaluate and offer consultancy advice to support increased knowledge, skills and understanding related to all aspects of people development.

His training style looks towards challenging people's assumptions and mind-sets, dismantling any barriers to success, to give access to previously unobtainable results. Darren is also a great supporter of a positive approach to managing pressure in the workplace and key motivation is finding effective, innovative and "easy to use" solutions to add value not simply effort.

ENGLISH COMMUNICATION SKILLS WORKSHOP

WORKSHOP OUTLINE

Module 1: How do we sound?

- How do we sound?
- Creating awareness of what needs to be improved
- Listing and addressing problem areas in the language

Module 2 : Phonetics

- The ABC's of pronunciation
- Reading phonetics for accurate pronunciation
- Working on achieving accurate sounds with commonly used words in a work environment

Module 3: Avoiding miscommunication

- How do we get miscommunication?
- Avoiding miscommunication by using accurate words
- How to choose accurate words?
- Using words that describe what is meant
- Ambiguous words

Module 4: Courteous language

- Courteous words
- How to sound courteous when speaking
- Varying intonation to sound polite

Module 5: Questioning & paraphrasing skills

- The different types of question
- Using the different types of questions to clarify doubts
- Asking the right questions
- Techniques of paraphrasing

Module 6: Effective listening & responding skills

- How to identify key words?
- Selecting & responding to key words
- Words that reflect responding tactfully
- Using words that help establish a relationship

Module 7: Role Play -Scenarios

- Role playing conversations related to the business environment
- Providing feedback to the participants

REGISTRATION FORM

ENGLISH COMMUNICATION SKILLS WORKSHOP

21ST – 22ND OCTOBER 2009, OUTLOUD ACADEMY, DAMANSARA PERDANA, P.J.

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

WORKSHOP INVESTMENT - RM 800 PER PARTICIPANT

*The investment includes lunch, refreshments and training materials. **The program is PSMB claimable.** Subject to PSMB approval.*

Group Discount of 10% for 3 or more participants who register for the program at the same time and are from the same organization.

WAYS TO REGISTER

All cheques are to be made payable to **outLOUD Studios Sdn Bhd** and mail payment together with this registration to:

**D-05-11, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana 47820 PJ,
Malaysia.**

Tel : +603 7728 4098 Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

HUMAN RESOURCE / APPROVING MANAGER: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

Authorized Signature : _____ Invoice Attention To (Mr/Ms): _____

Company Stamp Chop:

TERMS & CONDITIONS

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

HOW DID YOU KNOW ABOUT THESE EVENTS?

Kindly tick (✓) your choice(s)

- From Email Notification
- From Colleague, Management, HR or Training Department
- Others: _____

Version 1.3

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____