



English for Executives & Non-Executives

Date: 10th – 11th August 2009

Venue: outLOUD Academy, Damansara Perdana, P.J

WORKSHOP DESCRIPTION

This workshop is catered towards the 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 a language can be used to be able to function more effectively at the workplace, and in a more professional manner.

This workshop consists of modules that will enlighten the participants on the essentials skills needed when speaking, listening and even writing English at the workplace in a more professional manner. It focuses on the needs of the executives in terms of the English language in today's demanding world.

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 use better sentence structuring skills;
- To speak professional English when in a work environment;
- To express ideas in English effectively;
- To write effective sentences in English that relays what is meant;
- To be able to differentiate different writing styles for different emails;
- To be able to construct an effective email;
- To be able to write effective memos and basic business letters;
- To be able to use courteous words in the organization;
- To learn how to ask and clarify statements;
- To learn how to handle different types of questions;
- To learn how to convey accurate information to other people at the office using English.

WHO SHOULD ATTEND?

Executives and Non-Executives



Facilitated by
Darren Suresh
Training Consultant

Darren has a Diploma and an a BA 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 FOR EXECUTIVES & NON-EXECUTIVES WORKSHOP

WORKSHOP OUTLINE

Module 1: How do we sound?

- How do we sound?
- Creating awareness of what needs to be improved
- Listing & Working on problem areas

Module 2: Phonetics & Pronunciation

- Phonetics for accurate pronunciation
- Working on achieving accurate sounds with commonly used words in a work environment
- Pronunciation of certain executive related jargons and the pronunciations for those terms

Module 3: Sentence organization & structure

- Writing sentences that are accurate
- Writing effective sentences
- Writing for different audiences

Module 4: Writing Emails

- Introduction emails
- Notification emails
- Acknowledging emails
- Sending out emails

Module 5: Writing Memos & Business Letters

- Techniques on writing memos
- Techniques on writing business letters
- Using appropriate language for business writing purposes

Module 6: Being Courteous

- Courteous words
- How to sound courteous at all times
- Varying intonation to sound polite
- How to sound polite in writing

Module 7: 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 8: Role Play -Scenarios

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

REGISTRATION FORM

ENGLISH FOR EXECUTIVES & NON-EXECUTIVES WORKSHOP

10TH – 11TH AUGUST 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 1.2

For Office Use Only

Contact Person:

Invoice Number:

Remarks: