



“SPEAKING ENGLISH CONFIDENTLY AT THE WORKPLACE”

OVERVIEW:

Are you afraid to speak in English?

Does conversing in English embarrass you?

Do you stammer when you speak in English?

Does poor grammar affect your conversation?

Are you uncomfortable when conversing in English?

Do you feel a lack of confidence in handling situations where English is used?

English Language is widely used in all sectors and proficiency in the language will give you a greater advantage.

The higher quality customer service you provide, the higher level of customer satisfaction you will enjoy, and that will translate into repeat business.

This is multi-level, multi-modal intensive program on the English language, for anyone who needs to improve and enhance their proficiency and competency in conversational English using a structured method that inculcates correct grammar, proper phrasing, neutral pronunciation and professional poise.

LEARNING OUTCOMES:

After the training, participants will be able:

- To converse clearly, correctly and concisely.
- To use the correct expressions in daily contacts with people.
- To develop the confidence to speak in English.
- To pronounce the words correctly and clearly.
- To learn how to present and speak with poise.
- To expand vocabulary and use the right choice of words.
- To project a better image of yourself and your organisation.
- To manage delicate situations using professional phrasing
- To choose the right words, style and tone.

Who must attend

Frontline staff who meet and interact with customers frequently.

Methodology

- This training consists of presentations (including audio and video), discussions, role-plays, activities, dialogues, individual and group assignments.
- The workshop will also be complemented by practical question & answer sessions and useful checklists.
- The assessment approach used will be post-course assessment through role plays as this is a conversational English program. Throughout the training there will also be classroom assessments. This is to enable the trainer to ascertain the effectiveness and the progress made by the participants.

Course Outline

LEVEL 1 – 2 DAYS

Prologue: The importance of the English Language:

- Introduction
- Opportunities & Threats
- Global English

Module 1.1: Spoken & communication:

- Making introductions and greetings
- Expressing polite remarks
- Thank you and please
- Listening, understanding and replying

Module 1.2: Using Proper English Grammar:

- Grammar rules
- Parts of Speech

Module 1.3: Essential Vocabulary and Reading:

- Vocabulary in the workplace
- Wh-words

Module 1.4: Correct Pronunciation:

- Phonetic training
- Word stress

Module 1.5: Telephone English:

- The courtesies and techniques of the telephone

Module 1.6: Basic Presentation Skills:

- Speaking face-to-face

LEVEL 2 – 2 DAYS

Module 2.1: Spoken & communication:

- Expressing and making apologies
- Questions and answers
- Agreeing and disagreeing
- Starting a conversation

Module 2.2: Using Proper English Grammar:

- A, the, an
- Singular and plural
- Subject-Verb Agreement

Module 2.3: Essential Vocabulary and Reading:

- Time related words
- Reading to improve vocabulary

Module 2.4: Correct Pronunciation:

- Sentence stress
- Vowels and consonants
- -ed endings

Module 2.5: Telephone English:

- Using the right phrases and words
- Learning and using a script

Module 2.6: Basic Presentation Skills:

- Speaking with poise and confidence

LEVEL 3 – 2 DAYS

Module 3.1: Spoken & communication:

- Expressing opinions
- Making requests
- Expressing invitations and responses

Module 3.2: Using Proper English Grammar:

- Is, are, was, were
- Has & have
- Do & does

Module 3.3: Essential Vocabulary and Reading:

- Newspaper & Magazine articles
- Reading text

Module 3.4: Correct Pronunciation:

- Sounding enthusiastic
- UK vs US English
- Common errors in pronunciation

Module 3.5: Telephone English:

- Sounding polite and gentle

Module 3.6: Basic Presentation Skills:

- Overcoming nervousness when speaking

LEVEL 4 – 2 DAYS**Module 4.1: Spoken & communication:**

- Making suggestions
- Making evasive statements
- Expressing sympathy, condolence and consolation
- Post-course Role Play Assessment

Module 4.2: Using Proper English Grammar:

- Present, Past & Future Tense
- Present, Past & Future Continuous
- Question forms

Module 4.3: Essential Vocabulary and Reading:

- Opposites
- Odd one out

Module 4.4: Correct Pronunciation:

- Words that sound the same
- Words that are spelt the same but pronounced differently
- Words with silent letters

Module 4.5: Telephone English:

- Handling difficult situations – call escalation

Module 4.6: Basic Presentation Skills:

- Post-course Assessment: 'My Speech'

TRAINING DURATION:

Full Program – 8 days or 56 hours

RECOMMENDED CLASS SIZE

16 participants per class

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