

Effective Communication for Executives and Senior Executives

Do you have the confidence to communicate effectively in your workplace?

Have you mastered to write letters, emails, memo, phone call effectively?

Do you want to upgrade your listening, speaking and writing skills?

Do you choose the right technology to assist in effective communication?

Introduction

This program is intended to develop confidence in conducting discourse in the target language for a variety of purposes. This intensive course will equip them with the skills required in languages such as listening, speaking and writing. The course is also intended to develop participants' courage, self-confidence, learn English in a lively manner and develop instinctive language abilities through cultural and contextual immersion. The course content consists of mini-units of various situations encountered by the participants in which he or she will likely need general and specific communicative English language skills. The emphasis of the program varies in accordance with the proficiency level and needs of the participants. In sessions where proficiency in oral communication is targeted, conversation practice and scenarios will take precedence, and other content will be tailored to be contributing towards this goal. This will also be the practice when the session targets enhancement in writing abilities. The practice of both oral and written discourse will be carried out in a cooperative learning style, using teaching/learning strategies such as small group work, role-plays and simulations of real-life situations.

Program Objectives

This program aims to:

- Listen to and comprehend authentic spoken English
- Instil confidence in common language factors and structure.
- Enhance thinking in the target language
- Learn verbal and nonverbal skills.

Learning Outcomes

After completing this program, participants should be able to:

- Employ communicative templates for a variety of oral and written purposes
- Develop participants' interpersonal skills, as the majority of the activities encourage interaction and communication.
- Apply technology in facilitating effective communication

Who should attend?

First-line management, middle management, and anyone who desire a need to be effective in their communication.

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	Common Language Structures and Templates In this first module, the participants would learn the overview of the language structures and learning. Then, participants would appreciate and understand the common factors in using a language.
10.30am-11.00am	Morning Break
11.00am-1.00pm	Easy Writing After understanding the language structure, the participants would learn the templates in writing and templates in Communication that is applied in the Discussions, phone calls, letters, memo and other documents.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Objective Based Template Writing The participants would learn the specific templates in writing, the argumentative based templates in communication.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Active Listening Skills In this module, the participants would pick up active listening skills. By applying active listening skills, the participants have done complete preparation to be the communicator.
Time	Day Two
9.00am– 10.30am	Verbal Language in Communication In this module, the participants would be using descriptive words to communicate. Then, the participants would learn the overview of the language structures. At the same time, they would learn the common

	factors in using a language for targeted scenarios.
10.30am-11.00am	Morning Break
11.00am-1.00pm	<p>Nonverbal Language of Communication</p> <p>In order to be an effective communicator, the participants should be able to master nonverbal communication. In this module, the participants would learn how to apply hands, facial expression, eyes, arms, legs, tones and gesture in the communication process.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	<p>Socratic Methodology of Communication</p> <p>This module is the preparation to be the communicator based on the Socratic method. The participants would learn the method of inquiry and discussion between individual based on asking and answering questions to stimulate critical thinking and to illuminate ideas.</p>
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	<p>Practicing Good Public Relations</p> <p>In the last module, the participants would learn the application of public relations as a good communicator. The participants would be able to display appropriate cultural and professional behaviour in communication through common courtesy words and phrases to use while maintaining a good public relation.</p>