



*Being Humane is Humane Being*

**English  
Communication:  
Write and Speak  
Professionally**

	<p><b>Objectives</b> Upon successful completion of this program, participants will be able to:</p> <ul style="list-style-type: none"> <li>● Review grammar and vocabulary to be able to speak with more accuracy.</li> <li>● Be able to write grammatically correct sentences.</li> <li>● Listen to news and general interest programs and improve one's ability to understand.</li> <li>● Practice speaking in groups in order to gain confidence by using the language.</li> </ul>
<p>In-house Training 8 days of participants  25 – 30 students</p>	<p><b>Who Should Attend:</b> Managers Support Staff Technical Personnel</p>
<p><b>Introduction</b></p> <p>Poor Communication and poor language performance at work can make or break your professional image. It may fail to produce the results for which it was intended.</p> <p>However, good communication skills – written, spoken or even nonverbal – normally produce managers, executives, support and technical staff who are generally more confident and competent because they understand what they are doing and what is expected of them. Hence, people who are successful at work are often communication-oriented!</p> <p>This programme is designed to help personnel gain confidence in using the English language to write, speak, listen and read (critical reading). It is divided into three areas according to the language needs of the groups:</p> <ol style="list-style-type: none"> <li>1. English for managers and executives</li> <li>2. English for support staff</li> <li>3. English for technical staff</li> </ol> <p>It will review some fundamental grammar rules, the structure of writing, punctuation, correct pronunciation, and intonation.</p> <p>It will be highly interactive for participants.</p>	<p><b>Methodology:</b> <b>Accelerated Learning Approach</b></p> <ul style="list-style-type: none"> <li>o Mini Lectures</li> <li>o Role Plays</li> <li>o Simulations</li> <li>o Group Tasks and Games</li> <li>o Case Studies</li> <li>o Discussions</li> <li>o Videos</li> </ul>

## 1. Programme Outline for Managers and Executives

<p><b>Programme Outline:</b></p> <p><b>Day 1</b></p> <p><b>Course Briefing on Modules</b></p> <p><b>Module 1: Understanding How English Works</b></p> <ul style="list-style-type: none"> <li>▪ Parts of Speech</li> <li>▪ Nouns (Singular &amp; Plural)</li> <li>▪ Pronouns</li> <li>▪ Verbs &amp; Tenses</li> <li>▪ Adjectives and Adverbs</li> <li>▪ Prepositions</li> <li>▪ Conjunctions</li> </ul> <p><b>Module 2: Punctuation Review</b></p> <ul style="list-style-type: none"> <li>● Comma</li> <li>● Apostrophe</li> <li>● Full Stops</li> </ul>	<p><i>Good communication is as stimulating as black coffee, and just as hard to sleep after.</i> Anne Morrow Lindbergh</p> <p>Gallery Walk/ Guided Imagery Journey Map (setting goals)</p>
<hr/> <p><b>Day 2</b></p> <p><b>Module 3: Using Words Skillfully</b></p> <ul style="list-style-type: none"> <li>● Familiar words</li> <li>● Jargon</li> <li>● Foreign Expressions</li> <li>● Slang</li> <li>● Forceful Words</li> </ul> <p><b>Module 4: Developing Tone and Style</b></p> <ul style="list-style-type: none"> <li>● Cultivating Goodwill</li> <li>● Conversational Language</li> <li>● Outdated Language</li> </ul> <p><b>Module 5: Speech work</b></p> <ul style="list-style-type: none"> <li>● Build Confidence when Conversing in English</li> <li>● Speaking Accurately- Malaysian English?</li> <li>● English Sound System <ul style="list-style-type: none"> <li>○ Stress</li> <li>○ Rhythm</li> <li>○ Phrasing</li> <li>○ Intonation</li> <li>○ Correct Pronunciation</li> <li>○ Acceptable Pronunciation</li> </ul> </li> </ul>	<p>Gallery Walk/ Guided Imagery (Centering) Improv Story Telling Story Practice</p> <p><b>“One language sets you in a corridor for life. Two languages open every door along the way.”</b> –Frank Smith</p> <p>Gallery Walk/ Guided Imagery Practice! Practice! Practice! Simulation of Meetings StoryTelling Story Practice</p>

<p style="text-align: center;">o Oral Presentation</p> <hr/> <p><b>Day 3</b></p> <p><b>Module 6: Language of Meetings</b></p> <ul style="list-style-type: none"> <li>● Conducting Meetings</li> <li>● Dynamics of Meetings</li> <li>● Mini Meeting Practice</li> <li>● Minutes of Meetings</li> <li>● Preparation of Meeting</li> </ul> <hr/> <p><b>Day 4</b></p> <p><b>Module 7: Writing</b></p> <ul style="list-style-type: none"> <li>● Minutes of Meetings</li> <li>● Formal Letters/ Emails</li> <li>● Writing Proposal</li> </ul> <hr/> <p><b>Day 5</b></p> <p><b>Module 8: Simulation</b></p> <ul style="list-style-type: none"> <li>● Meeting Simulations</li> <li>● Taking of minutes</li> </ul> <p><b>Day 6</b></p> <p><b>Module 9: Report and Proposal Writing</b></p> <ul style="list-style-type: none"> <li>● Oral Presentation Practice</li> <li>● Project preparation</li> </ul>	<hr/> <p>Gallery Walk/ Guided Imagery Practice! Practice! Practice!</p> <p>Practice! Practice! Practice!</p> <p><b>Simulation of Meeting (to be evaluated)</b> <b>Minutes of Meeting (to be evaluated)</b></p> <p><b>Practice and Project Preparation</b></p>
<p><b>Day 7</b></p> <p><b>Module 10: Project presentation</b></p> <ul style="list-style-type: none"> <li>● Written Project work to be passed up</li> </ul>	<p><b>To be evaluated</b></p>
<p><b>Day 8</b></p> <p><b>Module 11: Speech and Etiquette</b> <b>Networking</b> <b>Mingling with guests</b> <b>Conversations at conferences/ meetings etc</b></p>	<p><b>Appreciation Time</b></p>

## 2. Programme Outline for Support Staff

### Programme Outline:

#### Day 1

#### Course Briefing on Modules Module 1:

#### Understanding how English Works

- Parts of Speech
  - Nouns (Singular & Plural)
  - Pronouns
  - Verbs & Tenses
  - Adjectives and Adverbs
  - Prepositions
  - Conjunctions
- 
- **Module 2: Punctuation Review**
  - Comma
  - Apostrophe
  - Full Stops

*Good communication is as stimulating as black coffee, and just as hard to sleep after.*

Anne Morrow Lindbergh



#### DAY 2

#### Module 1 & 2: Continuation of Day 1

- **Module 1: Understanding how English Works**
  - Parts of Speech
  - Nouns (Singular & Plural)
  - Pronouns
  - Verbs & Tenses
  - Adjectives and Adverbs
  - Prepositions
  - Conjunctions
- 
- **Module 2: Punctuation Review**
  - Comma
  - Apostrophe
  - Full Stops

#### Methods

Gallery walk/ Guided Imagery  
Improv  
Story Telling  
Story Practice  
Games  
Cards

Gallery walk/ Guided Imagery  
Improv  
Story Telling  
Story Practice

#### DAY 3

#### Module 3: Using Words Skillfully

<ul style="list-style-type: none"> <li>● Familiar words</li> <li>● Jargon</li> <li>● Foreign Expressions</li> <li>● Slang</li> <li>● Forceful Words</li> </ul> <p><b>Module 4: Developing Tone and Style</b></p> <ul style="list-style-type: none"> <li>● Cultivating Goodwill</li> <li>● Conversational Language</li> <li>● Outdated Language</li> </ul> <p><b>Module 5: Improving Listening and Speaking Skills</b></p> <ul style="list-style-type: none"> <li>● Barriers to Effective Listening</li> <li>● How to become an active listener</li> <li>● Improving Speaking Skills</li> <li>● Poor Listening Habits</li> <li>● Payoffs of Effective Listening.</li> <li>● Active and Passive Listening</li> </ul>	<p>Simulation Improv Roleplay Drama</p>
<p><b>DAY 4</b></p> <p><b>Module 6: Speaking Skills</b></p> <ul style="list-style-type: none"> <li>● Build Confidence when Conversing in English</li> <li>● Speaking Accurately- Malaysian English?</li> <li>● English Sound System <ul style="list-style-type: none"> <li>○ Stress</li> <li>○ Rhythm</li> <li>○ Phrasing</li> <li>○ Intonation</li> <li>○ Correct Pronunciation</li> <li>○ Acceptable Pronunciation</li> </ul> </li> </ul> <p><b>DAY 4</b></p> <p><b>Module 7: Writing Simple Sentences</b></p> <ul style="list-style-type: none"> <li>● SVO</li> <li>● Types of Sentences</li> <li>● Types of Questions</li> <li>● Taking Notes</li> <li>● Writing minutes</li> </ul> <p><b>Module 8: Story Practice 1.0</b></p> <ul style="list-style-type: none"> <li>● Journey Map</li> <li>● Oral Presentation (practice)</li> </ul>	<p>Simulation Improv Roleplay Drama</p>
<p><b>DAY 5</b></p>	

<b>Module 9: Oral Presentation</b> <b>Presentation of stories</b>	<b>(to be evaluated)</b>
<b>DAY 6</b> <b>Module 10: Telephone Skills</b> <b>Language of communication (telephone)</b> <b>Simulation</b>	<b>To be evaluated</b>
<b>DAY 7</b> <b>Module 11: Writing</b> <ul style="list-style-type: none"> <li>● <b>Emails</b></li> <li>● <b>Letters</b></li> <li>● <b>Memos</b></li> <li>● <b>Differences between Letters, emails and memos</b></li> <li>● <b>Types of emails and Letters</b></li> </ul>	
<b>DAY 8</b> <b>Module 12: Speech and Etiquette</b> <b>Subordinate to superior Communication</b> <b>Networking</b> <b>Mingling with guests</b> <b>Conversations at conferences/ meetings etc</b>	<b>Simulations</b>



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