

English for Workplace

Do you sometimes struggle to find the right words in English when speaking to clients or colleagues?

What if better English could boost your confidence, professionalism, and career opportunities?

Are you ready to master workplace English that makes you stand out in meetings, emails, and daily communication?

Introduction

Good proficiency in the English Language is an asset in today's ever changing world. The ability to understand and express ourselves accurately and successfully through language with internal and external customers is extremely crucial. English is the unifying language be it locally or abroad, for any organisation and business environment. Therefore, office staff and employees should be adequately equipped to communicate well in spoken and written English as they are the face of the organisation. This Fundamental English at the Workplace programme is customised to build, strengthen and enhance English skills and efficacy in employees of an organisation to boost their confidence in excellent spoken and written Business English, and the skills needed to compose a business correspondence that will look distinctive, professional and of high quality. Through this fun interactive workshop, participants will learn to communicate with others in the organisation or their customers, which in turn will greatly enhance relationships and the way business is done. Communication is not just about talking, but understanding what others need and want.

Program Objectives

This program aims to:

- Recognize the importance of using Standard English in oral communication
- Be aware of common language mistakes – in the context of the office and attending to customers
- Use grammar and language more effectively when communicating

Learning Outcomes

After completing this program, participants should be able to:

- Apply pronunciation techniques to correct pronunciation of words
- Learn the art of simple yet effective ways of handling customer conversations in different customer situations

- Ask questions correctly and respond to questions professionally
- Improve pronunciation and intonation in their speech

Who should attend?

Suitable for all white-collar personnel, lower to middle management, supervisory and team leads who would like to enhance and become more proficient in English communication in their organisation

Methodology

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

Program Outline

9.00 – 9.15 am	Ice-breaking & programme Introduction
9.15 – 10.30 am	<p>Module 1: Grammar Foundation</p> <p>The first module looks into the fundamentals of Grammar. The participants will get a review on Tenses, Modal Verbs, Countable and Uncountable Nouns, Phrasal Verbs and Compound Nouns. This segment is important as Grammar is the base of the language. It is not acquired naturally, but by learning. Grammar operates at the sentence level and governs the syntax or word orders that are permissible in the language</p>
10.30 – 10.45 am	Pre-Test & Score
10.45 - 11.15 am	Break and Networking
11.15 am – 1.00 pm	<p>Module 2: Effective Communication</p> <p>Next, is on good communication which can boost teamwork and lead to better project collaboration. Workplace communication is for streamlining internal and external communications. Maintaining effective communication ensures management and the working team are on the same page, which can produce optimum results. Topics covered will be on speaking in English on business related topics, non-verbal vs. verbal communication, power of non-verbal and common gestures</p>
1.00 - 2.00 pm	Lunch
2.00 – 3.30	Module 3: Practical Telephone Skills

pm	The next module is on enhancing telephone communication skills. Good telephone etiquette is critical for the success of an organisation. The participants will learn tips and techniques on making and receiving phone calls, taking, and leaving messages, common telephone phrases and responses, making and changing arrangements and telephone manner
3.30 – 3.45 pm	Break and Networking
3.45 - 5.00 pm	Module 4: Various Business Documents This module encompasses Formal & informal e-Mails, types of reports, business letters and Memos. The participants need to have a sound understanding on business writing because it is a valuable asset to connect internally with colleagues and management while externally to clients. The way a business document is produced can either give the participants' career a boost or hamper their progression within the organisation

9.00 – 9.15 am	Ice-breaking & programme Introduction
9.15 – 10.30 am	Module 5: Making Suggestions On Day 2, participants will learn to respond to suggestions, give advice and develop conversations at the workplace. This is important as solving problems within a team normally relies on its' team members to make suggestions for potential solutions. This makes the ability of making suggestions as one of the most important language functions for professionals in their organisation
10.30 – 10.45 am	Break and Networking
10.45 am – 12.45 pm	Module 6: Asking for Information Next, the participants will get an idea on verbal conversations. This module covers open and closed questions, asking and answering Informative questions, making requests, offering help, and agreeing and disagreeing. Asking for information can be as simple as asking for the time, or as complicated as asking for details about a complicated process in the office. It's important to use appropriate forms during each situation
12.45 - 2.00 pm	Lunch
2.00 – 3.15 pm	Module 7: Products and Services This module looks at getting and checking information, giving info about products and services, exchanging information, describing products, and

	giving directions and simple instructions. When the participants have a deeper understanding of the products or services in an organisation, these will improve the confidence of the participants. Being able to answer customers/clients queries about features or applying it to their specific needs, will make the staff appear more professional and engaged
3.15 – 3.30 pm	Break and Networking
3.30 – 4.45 pm	<p>Module 8: Handling Complaints</p> <p>The last module in this programme will be on dealing with complaints, handling angry customers, internal and external conflict resolution. All in all, complaints management is an essential component in any organisation and business success. Not only is it the means to gather valuable clientele insight but it also helps the company progress to improvements that lead to reduced costs, increased profitability, and increased clientele satisfaction</p>
4.45 – 5.00 pm	<i>Post Test, Score & Group Photo</i>