

## INTRODUCTION

In today's competitive business environment, English is increasingly becoming the global language of communication in the commercial world. However, effectively using English in the workplace requires a very specific and demanding knowledge of business-centred grammar and vocabulary.

Whether personal or business, the ability to speak and write effectively – both in terms of productivity and responsiveness is becoming crucial.

This course is designed to assist you to Speak in English and Writing effective emails in a business or professional setting.

## WHO SHOULD ATTEND?

All who wish to improve their Basic English language in a commercial or business context in the shortest time possible.

## LEARNING OUTCOMES

- Can use English in a realistic working context
- Able to communicate more confidently
- Apply listening technique before speaking
- Participate more successfully in business activities
- Expand their professional vocabulary
- Organize ideas and present them in an appropriate manner
- Controlling the tone of e-mail and the image it conveys
- Writing email subject lines that convey useful information and get readers' attention
- Using concise, specific language and plain English that communicates clearly and professionally

## COURSE OUTLINE

### Speaking in English

#### Communication Process

- Communications & Perceptions
  - Understanding the source of miscommunication
- Service mindset – The mindset required to communicate effectively

#### Creating Impressions

- Listening Techniques – Effectively listening for understanding, communicating & learning
- Using your Voice Professionally
  - Discover the impact of voice in your communication
- Body Language – Discover the impact of body language in your communication

#### Business Vocabulary/ Choice of Words

Choice of Words that can be applied for communicating professionally in different areas.

- 12 focus areas
  - a) Intro phrases
  - b) Topic change
  - c) Interrupting
  - d) Fillers
  - e) Opinions
  - f) Advising
  - g) Questioning / Clarifying
  - h) Asking
  - i) Connecting cause & consequences
  - j) Contrasting
  - k) Stating purpose
  - l) Correcting Information
- Common Confusing Words – Highlighting some common areas that cause confusion in spoken English

#### Business Activities – Application

Appropriate phrases to be used when dealing with some of the business scenarios

- Business Telephone
- Greeting Visitors
- Meetings
- Negotiations
- Reporting Progress

## **Writing Effective Emails**

Participants are required to bring some of the previous emails they have written & rectify / improve those emails during the training session based on the principles being taught.

### **Drawing Attention**

- E-mail Format
- Creating accurate "Subject Line"
- Appropriate "Opening Lines"

### **Making E-mails Readable**

- Organizing Content
- Creating Logical Structure
- Eliminate Wordiness & Improve Clarity
- Using Positive Words

### **Common E-mail Grammar**

- Grammar Minefield – Highlighting the common usage
- Punctuation errors
- Common Words – usage & meaning

### **Conclusion & Action**

- Closing for action
- Dealing with angry /aggressive emails

## **SPEAKER'S PROFILE**

Jonathan Chan has 30 years of corporate experience, with 25 years in management and leadership. He was the Chief Executive Officer of a company and a Director of a Global Consulting Firm.



Jon was the Senior Manager Training, Asia Pacific with Price Waterhouse World Firm. He attended the Price Waterhouse Train-The-Trainers course in England and is a certified PSMB trainer (TTT/6151). Jon has regional experience - taught in Thailand, Malaysia, Singapore, Hong Kong, Macau, the Philippines & India. He instructed in the USA on a 3-week residential course twice.

Jon has the credibility to train senior staff as he has been at the top of the corporate ladder. He shares his personal experience to help to transform staff into leaders. He shows leaders how to lead, influence and communicate with others so that staff willingly follow them. Jon conducted at least one course a year for newly promoted managers in a Global Consulting Firm, ensuring their successful transition from a "doer" to a manager.