



MAY

**15-16**

DORSETT GRAND **SUBANG**

A 2-DAY COURSE ON

# Effective English Communication Skills That Deliver Results

“Gateways to work & business success”

## HIGHLIGHTS

- Growing Importance
- Getting Rid Of Obstacles
- Avoiding Common Grammatical Errors
- Not Forgetting Important Grammar Rules
- Clarification Strategies
- Pronunciation
- Vocabulary & Spelling
- Answering & Asking Questions Confidently
- Speaking Confidently
- Responding To Customers Confidently
- Impressive Phrases For English Presentations
- Communicate With Better Writing Skills
- Written Communication: Effective Email Writing
- Body Language Enhances English Communication



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with the right learning experience,  
bridging present and future  
organizational needs.



## OVERVIEW

Effective English Communication Skills are of vital importance for work and business success.

The growing importance of English communication skills cannot be denied.

English, being an international common tongue is an important tool for global office interactions and commercial markets locally and abroad.

Both oral and written communication in English are much needed in and out of the office. Many people shun from English communication due to poor grammar and limited vocabulary.

Poor English communication can lead to unhappy consequences.

Some executives and managers failed to give proper instructions due to inability to communicate effectively in English. Their poor English presentations create miscommunication and bad image, too. They will lose the respect and confidence from their sub-ordinates.

Customers will go away if customer service staff cannot explain or handle their complaints effectively in English. Wrong English phrases will chase customers away. Effective English communication skills are much needed to attract new customers and retain the old ones.

It is imperative for executives and managers to improve their English communication skills without delay for better work performance and business results.

This course helps participants to master effective English communication skills that deliver results. The participants will be more confident in their work delivery and connection with staff and customers.

This course increases the competency level of participants in presenting their instructions, information, and views in English without fear. It also helps to overcome common grammatical errors that often cause embarrassments when executing their functions.

Effective English communication skills are the gateways to work and business success.

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## AFTER ATTENDING THIS COURSE, YOU WILL RETURN TO YOUR JOB...

1. Improving English communication skills for better interactions and performance results.
2. Being self-motivated in using English to communicate effectively.
3. Being more confident in both oral and written English communication.
4. Communicating effectively with staff and customers without misunderstanding.
5. Improving vocabulary, spelling and grammar for overcoming embarrassing errors.
6. Using the accurate English words in presentations.
7. Increasing your work effectiveness.
8. Raising your ability in achieving company's goals.

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METHODOLOGY

Full participation is needed in this fun filled and energetic training.  
Interactive Lecture with Role Plays, Individual & Team Activities will be included for maximum effectiveness.

WHO SHOULD ATTEND

- Clerks, Executives & Managers who wish to improve their English communication skills
- Those who wish to overcome common errors in everyday English communication
- Those who wish to convey clear messages in English for maximum work effectiveness

Level of understanding: Intermediate

DAY 1

0900 GROWING IMPORTANCE

- Increasing global communication makes it necessary.
- The urge for more education via internet aggravates importance
- Upgrading work and business competencies for survival in a much competitive world

1030 Morning Coffee

1045 GETTING RID OF OBSTACLES

- Lacking Interest
- Poor Understanding
- Fear In Making Mistakes
- Learned Helplessness

AVOIDING COMMON GRAMMATICAL ERRORS

- Oral Communication: Office discussions & customer interactions
- Written Communication: Emails

1200 NOT FORGETTING IMPORTANT GRAMMAR RULES

- Important Tenses: Present, Past, Perfect & Future
- Predicate
- Subject & Verb Agreement
- Articles
- Sentence Connectors: Conjunctions & Prepositions
- Punctuations
- Adjectives

1300 Lunch

1400 CLARIFICATION STRATEGIES

- Words with same pronunciation but different meanings
- Antonyms and Synonyms
- Spelling Errors : British English or American English
- Repeated words that should not be used: repeat again, reply back, discuss about , etc.



**PRONUNCIATION**

- Importance of Vowels - A.E.I.O.U
- Consonants
- More stress on action words
- Rhythm
- Tonality

1530 Afternoon Tea

**VOCABULARY & SPELLING**

- Expand English Vocabulary with simple tips
- Enhancing Spelling Ability with simple exercises

1700 End of Day 1

**DAY 2**

**ANSWERING & ASKING QUESTIONS CONFIDENTLY**

- Creating Impact with Warm Greetings
- Impressive Phrases: Telephone & Face to Face
- Words To Avoid

1030 Morning Coffee

**SPEAKING CONFIDENTLY**

- Invitations
- Apologising
- Giving suggestions
- Offering help
- Disagreeing
- Responding to good and sad news

**RESPONDING TO CUSTOMERS CONFIDENTLY**

- Enquiries
- Complaints

**IMPRESSIVE PHRASES FOR ENGLISH PRESENTATIONS**

- Presenting confidently with correct English

1300 Lunch

**COMMUNICATE WITH BETTER WRITING SKILLS**

- Right Language : Positive vs Negative words
- Clear Writing
- Simple Vocabulary
- Paragraph Power
- Right Format: Formal and Informal

### **WRITTEN COMMUNICATION: EFFECTIVE EMAIL WRITING**

- Email guidelines.
- Avoiding common errors
- Writing an effective email in proper English

1530 Afternoon Tea

### **1545 BODY LANGUAGE ENHANCES ENGLISH COMMUNICATION**

- Learn some nonverbal communication gestures that help in English communication

1700 End of Course.

### **TRAINER'S PROFILE**

Carol Chiam a.k.a. O.K. Chiam is a professional trainer, mentor, motivator, public speaker, customer service guru and an author of 8 books.

- (1) Business English Communication
- (2) Back To Basics For Good English Grammar
- (3) Winning Public Speaking & Presentation Skills
- (4) Guide To Telemarketing
- (5) Stress Management
- (6) Sell Like a Superstar
- (7) The Complete Salesmaster
- (8) Customer Service Excellence

She has with her more than 25 years of vast working exposure in more than 7 industries, especially the financial and service sectors. Her professional qualifications and wide exposure not only made her successful trainer but given her an extra edge in writing comprehensive books to share her knowledge.

She has with her no less than 15 years of experience in training & development of staff and agents in leading multinational companies. She is a seasoned professional trainer for public and in house courses. Her participants include from large Multinational Companies, leading Conglomerates, Financial & Service Sectors, Oil & Gas Companies, Fast Moving Consumer Goods Industries (FMCG), Construction Sector, Manufacturing Sectors, Ministries, GLCs, SMIs, Universities, IT sectors, etc.

Carol's debt collection courses are very well accepted and have been successfully conducted for in house and public courses for participants from all over Malaysia.

She is an approved PSMB Trainer with more than 15 years training experience. Besides debt collection courses, she is a popular and seasoned trainer in sales management, customer focus management, people management, presentation & communication skills and English grammar.

Carol believes that her success in training is very much due to her ability to interact with her participants in 3 languages i.e. English, Bahasa Malaysia and Mandarin and also, her vast exposure of more than 25 years in several industries, especially in multinational companies.

A strong believer in reinventing and continuous improvement, she places attitude as the most important criteria for any success. She strongly endorses the "keep learning" habit for personal development.



REGISTRATION FORM

Effective English Communication Skills  
That Deliver Results

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001390248

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

☐ YES

☐ NO

COMPANY SIZE

☐ 1-29

☐ 30-69

☐ 70-99

☐ 100-149

☐ 150-199

☐ 200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 2 FULL NAME

POSITION

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MOBILE

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DELEGATE 3 FULL NAME

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DELEGATE 4 FULL NAME

POSITION

TEL

MOBILE

EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL

MOBILE

EMAIL

COURSE FEES

The fee per person is RM1795.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.  
2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.  
Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.
2. Cancellation Policy  
Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.
3. Disclaimer & Program Changes Policy  
Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name  
TRAINMODE  
SDN BHD

Account number  
14100015214

Bank Name  
Hong Leong  
Bank Berhad

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