

# USING ENGLISH AT WORK

**DATE:** 24-25 April / 24-25 July / 7-8 October 2024  
10-11 February 2025

**FEE:** RM850

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Good Communication skill in the English Language is an asset in today's changing and shrinking world. The ability to understand and express ourselves accurately and successfully through language with internal and external customers is extremely crucial. Many office staff may have a poor command of the English language because they seldom use the language. This causes a vicious cycle where they lack the confidence in using English while fearing negative feedback. This program aims to break this cycle by encouraging participants to use English by eliminating their limiting beliefs. They will see how easy and rewarding it is to be able to communicate in English. It will be highly interactive and engaging for the participants.

### LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Enhance efficiency by enhancing the English Language proficiency of staff
- Understand the power of communication and response using simple everyday spoken English.
- Speak English and develop skills in acceptable pronunciation.
- Use correct expressions in daily contacts with people.
- Write better emails that get the message across.

### METHODOLOGY

- Lectures and Handouts
- Role Plays
- Simulations & Drama
- Group Tasks and Game-based learning
- Demonstrations
- Drills and Repetitions
- Discussions and Sharing
- Videos

### WHO SHOULD ATTEND

- Executives/Supervisory
- Non-Executives

## FACILITATOR

### Norshila Abdullah

With more than 25 years of teaching experience at tertiary level. She was a Senior Lecturer at the Department of Languages and Communication, Universiti Tenaga Nasional and was the Head of Department for 3 consecutive terms. She has taught various English courses since 1987. Norshila is a certified trainer. She has been training for over ten years. She designs and conducts various communication courses for both executives and non-executives.

## PROGRAM CONTENT

### Module 1

Introduction to English at the Workplace

- Need for English
- How do you learn English?
- Which methods work best for you?
- Fear of English
- Overcome Limiting Beliefs
- Build your Confidence
- What changes can you make?

### Module 2

Speaking Effectively

- Proper Pronunciation
- Sounds in English
- Stress in Words and Sentences
- British English vs American English
- Malaysian English
- Commonly Mispronounced Words

### Module 3

Different Work Situations

- Dealing with Requests
- Describing Products and Services
- Giving Polite Explanations
- Compromising Politely
- Interrupting Politely
- Expressing Policies and Practices
- Sharing Ideas and Opinions
- Agreeing and Disagreeing

### Module 4

Asking different Types of Questions

- Yes/ No
- Question Tags
- Who Questions

### Module 5

Effective Telephone Skills

- Call Planning and Follow up
- Active Listening Techniques, Hearing the Whole Picture.
- Questioning and Summarizing Skills

### Module 6

Four Keys to Effective Writing

- Identifying Your Audience
- Establishing Your Purpose
- Formulating Your Message
- Selecting Your Style and Tone

### Module 7

Paragraph Writing

- Writing Well-developed Paragraphs
- Characteristics of an Effective Paragraph

### Module 8

Email Writing and Netiquette

- Business Email vs Personal Email
- Guidelines for Using Emails
- When Not to Use Emails
- Writer Centered vs Reader Centered
- Key email Phrases
- Organizing and Structuring Longer Email messages
- Choosing Appropriate Style
- Use clear and correct vocabulary
- Feedback
- Consolidation and Integration

## PROGRAM SCHEDULE

### Day 1

|                   |   |                       |
|-------------------|---|-----------------------|
| 9:00am - 10:30am  | : | Module 1              |
| 10:30am - 10:45am | : | Coffee Break          |
| 10:45am - 1:00pm  | : | Module 2              |
| 1:00pm - 2:00pm   | : | Lunch                 |
| 2:00pm - 3:30pm   | : | Module 3              |
| 3:30pm - 3:45pm   | : | Coffee Break          |
| 3:45pm - 5:30pm   | : | Module 4              |
|                   |   | <b>End of the day</b> |

### Day 2

|                   |   |                       |
|-------------------|---|-----------------------|
| 9:00am - 10:30am  | : | Module 5              |
| 10:30am - 10:45am | : | Coffee Break          |
| 10:45am - 1:00pm  | : | Module 6              |
| 1:00pm - 2:00pm   | : | Lunch                 |
| 2:00pm - 3:30pm   | : | Module 7              |
| 3:30pm - 3:45pm   | : | Coffee Break          |
| 3:45pm - 5:30pm   | : | Module 8              |
|                   |   | <b>End of the day</b> |



