

## **TMY-SS13: Business English Communication at Work**

Course Code: TMY-SS13

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

### **OVERVIEW**

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.

This **TMY-SS13: Business English Communication at Work** course will help you improve your English skills (Spoken & Written) in a business and professional setting.

### **SKILLS COVERED**

Upon completion of this programme, participant will be able to:

- use English in a realistic working context
- communicate more confidently
- apply listening technique before speaking
- participate more successfully in business activities
- enhance written communication
- expand their professional vocabulary
- organize ideas and present them in an appropriate manner

### **WHO SHOULD ATTEND?**

Managers , Executives & Non – Executives who wish to improve their Basic English language in a commercial or business context in the shortest time possible

### **PREREQUISITES**

There are no prerequisites required to attend this course.

### **MODULES**

#### **Module 1: Grammar Minefield**

- Simple Sentence constructions & Basic Tenses
  - Mastering the Command of Present Tenses
  - Usage of Future Tenses
  - Application of Past Tenses
- Common Word Lists

#### **Module 2: 8 Parts of Speech**

Basic Grammar Vocabulary:-

Mastering 8 Parts of Speech in order to able to write good flow of sentences:

- Verbs ( Action based sentences)
- Nouns ( Common & Proper Nouns)
- Adjectives( How to build a description sentences)
- Adverbs ( How to further build up action based sentences)
- Prepositions
- Pronouns
- Conjunctions
- Interjections

### **Module 3: Business Vocabulary/ Choice of Words**

- Grammar Minefield – Highlighting the common usage
- Punctuation errors
- Common Words – usage & meaning
- Common Confusing Words
- Spelling - British vs American English

### **Module 4: Communication Process**

- Communications & Perceptions  
- Definition on Communication and Its Perceptions
- Service mindset  
- Are we communicating effectively ?  
- Do we blame others for our own communication failure?

### **Module 5: Creating Impressions**

- Using your Voice Professionally  
- 4 types of Voice Projection for Successful Communication
- Body Language  
- Good Corporate Body Language & Its Impact on Communication with Customers

### **Module 6: Business Activities – Application**

Application on Communication via:-

- Business Telephone Handling  
- Correct scripts on Telephone Calls
- Professionalism in Greeting Visitors
- Meetings  
- WHY meetings are so long  
- How to manage meeting effectively  
- Roles of Chairperson & Minutes Taker

### **Module 7: Prioritising Concerns for Effective Business Writing**

- Purpose of Business Writing?
- P.D.P of Writing (Plan – Design – Prepare)
- Writing Checklist
- Reader Analysis

### **Module 8: Mindset in Business Writing**

- Creating Logical Structure
- A.B.C of Writing
- K.I.S.S Principle  
- The max lines in each para  
- Technique on Keep It Short & Simple

3 Mastering Areas on Writing:-

- Improve Clarity
- Eliminate Wordiness
- Using Positive Words

### **Module 9: Useful Phrases for Writing**

- Confirmation
- Drawing Attention to Matter
- Requests
- Refusing Politely
- Apologizing /Expressing Regret
- Expressing Dissatisfaction
- Offering Help /Assistance
- Referring to Future Contact / Business
- Enclosing Documents
- Referring to Payment
- Price Matters
- Giving Good News
- Giving Bad news
- Orders

### **Module 10: Drawing Attention**

- Creating accurate “Subject Line”  
- How to Improve on Subject Line  
- Dos' & Don'ts in a Subject Line
- Appropriate “Opening Lines”  
- How to start an email with good opening lines  
- Why readers bored with your email

Boomerang Effects - WHY mails sent out  
returns back with more Questions !  
How to STOP the Cycle of Boomerang

### **Module 11: Making E-mails Readable**

- Organising Content
- Attachments in Emails
  - Correct ways on email attachments.
  - How to manage if you have more than one attachments
- Creating Logical Structure
  - Ways on Writing Effective Email
  - Maximum Lines In Each Paragraph

### **Module 12: Conclusion & Action**

- Closing for action
  - How to end an email with good closing lines

### **Module 13: Business Letters**

- Common types of business letters
- Layouts for letters
- Replying a Letter
- Initiating a Letter
- Turning Negative into Positive Letters

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