



# Public Training/Workshop#

# COMMUNICATING IN ENGLISH

*Speak Well, Present Yourself Well*

## INTRODUCTION

Speaking is the most common form of communicating with other people that we do on a daily basis. At work we speak to our colleagues, superiors, and external parties. Outside the office, we speak to our family, friends and whomever we meet. Often, we are more at ease communicating out of the office than we are in the office. The reason for this could be the style of communicating – one is less formal than the other.

And when asked to speak to a group of people in a formal environment, it can be pretty daunting. What more to speak to others in English, the language recognized as the international business language, the task would seem overwhelming for many. Some reasons cited for this fear are afraid people might not understand what was said; others quoted lack of the skills as a reason.

Thankfully, speaking in public and communicating in English are skills that can be learned. And this is what the training will provide participants with – skills and knowledge to be eloquent in public speaking, and in communicating in English.

## OUTCOMES EXPECTED FROM THIS PROGRAMME: -

- Identify, understand and overcome barriers to your effective communication;
- Assess current situation and learn ways to improve and enhance current communication skills set;
- How to structure thoughts before speech to ensure a smooth delivery;
- The importance of language proficiency in communicating;
- Reinforced grammar and sentences stringing;
- Which types of non-verbal body language play important roles in your 'visual' speech for effective oral presentation;
- Learn that asking questions are important in listening & listening is more than ears;
- Review skills of written communication at work;
- Immediate application of techniques and tips during practice runs in class.

## METHODOLOGY:

- Facilitated classroom lecture
- Reference to participant workbooks
- Self assessments
- Individual, small group and large group activities
- Case studies and exercises
- Simulations and role-plays



# COURSE CONTENT

## THE COMMUNICATION BASICS

- What actually is 'communication'?
- The need for effective communication
- Communicating in the era of technology

## OVERCOMING BARRIERS TO EFFECTIVE COMMUNICATION

- Identify the barriers
- Steps to overcoming them
- Challenges in overcoming barriers

## TYPES OF COMMUNICATION AT WORK

- Oral
- Written

## SPEECH, THE MOST COMMON ORAL COMMUNICATION

- What do you fear when it comes to speech?
- What can be done to overcome the fears

## ELEMENTS TO LOOK OUT FOR IN SPEECH

- Tone
- Pitch
- Volume
- Pace

## STRUCTURE YOUR THOUGHTS BEFORE VOICING THEM OUT!

- Have a plan
- Keeping them simple

## NOTE TAKING TRICKS

- Map them out
- Plant a Tree
- Flow through
- Make mental notes

## FLAIR FOR LANGUAGE

- English can be a fun language
- Going back to some basics of grammar
- Tenses: past, current & future, simple & perfect

## BEING ELOQUENT WHEN YOU SPEAK

- Pronunciation
- Sentence structures
- Ear for details
- Conversation pieces

## PLANNING & ORGANIZING FOR YOUR PRESENTATION

- Opening with flair
- Concise content
- Close with a bang

## SOLICIT FEEDBACK

- The art of active listening
- Tips to asking questions
- Some tricks to answering questions
- Throw back to them!

## BODY LANGUAGE

- Visual non-verbal that speaks equally loud!
- How to manage your body language for effectiveness of communication
- Understanding your body language to understand colleagues

## WRITTEN COMMUNICATION

- Letters & e-mails
- Formal vs. Informal writing
- Editing, self-checking for errors

## SPEAK WELL, PRESENT WELL

- Speech! Speech! Speech!

**AND THAT'S A WRAP...**





## TRAINER PROFILE MS. ROZIANA

She is a Trainer Consultant operating on her own since she left full-time corporate employment in July 2003. Born in Kangar, Perlis she holds a Bachelors degree in Business Administration from the Ohio University of Athens, United States of America. She is a PSMB approved Trainer and has several other trainer certifications including from Zenger-Miller.

Her work experiences covered a wide area including marketing, operations, frontline and back-end customer servicing as well as in training. She progressed from executive to more senior positions, acquired skills and knowledge in managing people as well as in decision making & problem solving, and contributed significantly to the management and business plans.

Roziana was also responsible for the development and execution of Customer Service and Quality Initiatives. These included guidelines and procedures in Handling Customer Issues, Internal Customer Care processes, Customer Loyalty programs, Customer Feedback projects and of course, soft-skills training. An accomplishment in recognition of her experience was her involvement in the National Occupational Service Standards, NOSS curriculum development for the car rental industry under purview of the Majlis Latihan Vokasional Kebangsaan, MLVK.

Besides training, Roziana writes and translates on a freelance basis, putting to use the other skills and knowledge (and creativity) she has acquired in her years with the MNCs. An accomplishment in this field was her role as the writer for both KTMB's Coffee Table books on their electrified railway lines. She is also continuously improving her presentation skills through reading, discussing with fellow trainer consultants, participation in training organized by others and observing happenings around her.

### PROGRAM SCHEDULE :

<b>Registration</b>	: 8.30am
<b>Morning session</b>	: 9.00am - 10.30am
<b>Morning Tea</b>	: 10.30am - 10.45am
<b>Lunch</b>	: 1.00pm - 2.00pm
<b>Afternoon session</b>	: 2.00pm - 3.30pm
<b>Afternoon Tea</b>	: 3.30pm - 3.45pm
<b>End</b>	: 5.00pm

### DATE:

3 - 4 May 2017  
4 - 5 Dec 2017

### MEDIUM:

English & Bahasa Malaysia

### DURATION:

2 days, 9am – 5pm

### VENUE:

Vistana Hotel, KL

### TRAINER :

Ms. Roziana



## Registration Form

# Communicating In English

**Date : 3 - 4 May 2017 & 4 - 5 Dec 2017 | Venue: Vistana Hotel, KL**

**PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :**

**icare@programusahawan.com**

**FAX : +603-5545 1978 ; TEL : +603-5542 0023 (Hunting Line)**

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

**ONLY FOR SME START-UP LEVEL !!**

**RM 800 Per Pax (Normal Price)**

**GROUP REG: RM 600 PER PAX!!**

**(UPON MINIMUM 3 PAX'S REGISTRATION— T&C APPLY)**

**Or Single Reg: RM 700 PER PAX**

**For More PROMO PRICE?  
Call Us NOW !**

**ALL in this ONE registration! \*T&C Apply\***

### PARTICIPANT'S NAME :

Name : \_\_\_\_\_

NRIC: \_\_\_\_\_

HP No: \_\_\_\_\_ Email: \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Address : \_\_\_\_\_

City: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax: \_\_\_\_\_

Business Nature : \_\_\_\_\_

(Ex : services, manufacturing, etc)

### PAYMENT METHOD :

Cheque No : \_\_\_\_\_

CDM/Online banking : (ASL Training & Consultancy Sdn Bhd)

**PUBLIC BANK : 3812 0161 29**

### TERMS & CONDITIONS:

1. Workshop Fee is **not inclusive** of accommodation, full module, food, certificate and transportation
2. Fees are **inclusive** of flyer and refreshments.
3. **This promo** only for **SME start-up level**. As for the registration, **SSM Document** and **Company Information (sale turnover per month)** should be submitted together as a proof of validation.
4. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU). Payment or LOU must be received prior to the conference/training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

### 5.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. ( *However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing* )

6. If, for any unexpected circumstances or reasons that ASL Training & Consultancy Sdn Bhd decides to postpone this event, the client hereby indemnifies and holds ASL Training & Consultancy Sdn Bhd harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Training & Consultancy Sdn Bhd reserves the right to change the content without notice.

7. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

8. Important note: In the event that if ASL Training & Consultancy Sdn Bhd permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

9. All Payment should Be Made to :

**ASL Training & Consultancy Sdn. Bhd.**

