

# SPEAK ENGLISH WITH CONFIDENCE

How to improve your confidence and effectiveness by expressing yourself clearly



WITH MARIANNA PASCAL

THE AUTHOR OF BEST-SELLING ENGLISH FAST AND EASY BOOKS



## OVERVIEW

Many Malaysian companies suffer because their highly qualified staffs are unable to communicate effectively in English. When staff fears English, they avoid important conversations. And **when staff avoids important conversations, the company pays a huge price.**

- ✚ Avoided conversations or poorly communicated messages
- ✚ Waste company time, money and effort
- ✚ Slow down production
- ✚ Cause error
- ✚ Destroy relationships
- ✚ Create massive frustration for senior management
- ✚ Promote bad decisions
- ✚ Lose customer trust (and customers!)
- ✚ Tarnish the company's reputation

The good news is that **this problem can be solved quickly.** This is because the problem is often not poor English. The problem is poor confidence in English. Poor confidence causes panic, which shuts down the brain's ability to listen and access the language staff already possesses.

In this workshop, staff will learn techniques to **listen calmly and speak English in an organised, professional manner.**

With **formulas for constructive conversations** and **exciting new confidence**, your staff will be amazed by how well they *can* speak English. After the workshop, they will seek out opportunities to communicate clearly and effectively with customers, colleagues and even bosses.

These skills help you organize your thoughts, choose the right words and express your ideas clearly.

## WORKSHOP METHODOLOGY

- ✚ This workshop is highly interactive with active participant practice throughout.
- ✚ Participants will share experience, role play, and benefit from pair and group activities.
- ✚ Participants will also receive a comprehensive workbook and prizes along the way, including copies of Marianna's best-selling *English Fast & Easy* books.

## WHO SHOULD ATTEND

- ✚ Who feel shy, uncomfortable or fearful using English
- ✚ Executive and Non-Executive

## THE OBJECTIVES

- ✚ Ask and answer questions
- ✚ Express opinions at meetings
- ✚ Clarify information
- ✚ Explain complex ideas
- ✚ Listen effectively
- ✚ Give instructions
- ✚ Handle complaints
- ✚ Speak professionally on the phone
- ✚ Negotiate
- ✚ Write clear emails

## WORKSHOP HIGHLIGHTS

### DAY 1

Module 1: What is a Good Communicator?  
Module 2: Talking About Your Company  
Module 3: Clarifying  
Module 4: Telephone Skills

### DAY 2

Module 5: Social English  
Module 6: Speaking at Meetings  
Module 7: Planning & Negotiating  
Module 8: Email Skills

## TESTIMONIALS

**"This will help me speak to my customers and superiors more confidently and concisely."**

- Simon Lee Boon Yong, National Institute of Education

**"I'm really appreciated and feel so great when I attend this course and I feel much better than before. I have more confident to speak in English with anyone. Thanks a lot for wonderful woman, Ms Marianna for her great presentation. I'm really enjoyed."**

- Junaidah Rosli, UniKL British Malaysian Institute

**"After 2 days I attend this course, I feel confident to speak in English. I'm not shy anymore. Thanks to Ms Marianna Pascal. You are the best trainer."**

- Nor Hidayatul Akma bt Abd Halim, Bank Negara Malaysia.

**"This workshop makes me confident to use English as my language when communicate with people around me. Thank You."**

- Mohammad Faris bin Abd Rahim, Weststar Aviation Services Sdn. Bhd.

**"This training really improved my confidence to communicate in English at work."**

- Nor Aminatuzzuhriah binti Nor Aman Shah, Malaysian Electronic Clearing Corporation Sdn. Bhd.

## TRAINER'S PROFILE – MARIANNA PASCAL



Marianna Pascal helps non-native English speakers, corporate staff and students to communicate effectively in English. Her workshops, talks and books use stories and pictures to get fast and lasting results. She has trained students and corporate clients in groups ranging from two (2) to four hundreds (400) participants.

She began her career in Canada as a professional actress where she had leading roles in television and stage productions such as "Alfred Hitchcock Presents" and "The Twilight Zone". Married to a Malaysian Chinese and living in Malaysia since 1995, Marianna special ability is in raising the confidence of Asian speaker's of English, enabling them to make a better impression, garner more respect and attract greater success.

She conducts training in areas such as Presentation Skills, Business Grammar, Grammar for Students, Teacher Training and Workplace Communications. As a winner of two Toastmaster district-Level public speaking championships, Marianna is a highly regarded presentation skills trainer. Marianna's workshops achieve long-lasting results because she uses pictures and story to make concepts interesting and easy to understand, remember and implement.

Her corporate clients include:

- ✚ Weststar Aviation Services Sdn Bhd
- ✚ Toshiba
- ✚ Iskandar
- ✚ IYF Dallas Texas
- ✚ Pilot Pen Malaysia
- ✚ Asiatic Indahpura
- ✚ Digital Valley
- ✚ University of Malaya
- ✚ Sunway College



Besides that, she is the Author of four (4) best-selling English Fast and Easy books; English Fast & Easy 1, English Fast & Easy 2, English Fast & Easy 3 and Say It Better in English. Over 50,000 copies of her books have been sold. In her spare time, she and her husband run a charity project that promotes reading habits. To date, they have donated over 15,000 storybooks to palm oil plantation communities and other low-income areas in East & West Malaysia.

You may already know Marianna Pascal through this video: [http://www.youtube.com/watch?v=9u2BtGHa\\_0Y](http://www.youtube.com/watch?v=9u2BtGHa_0Y)

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