

BETTER GRAMMAR, BETTER ENGLISH & GREATER SUCCESS



**HRDF
Claimable**

OVERVIEW

In today's competitive business world, the primary differentiation between one company and another is service. Participants who attend this workshop will be coached to become use better customer service language (in English) and will also be able to appreciate the importance of good writing skills. These skills, once mastered, is an effective tool which helps organisations increase the quality of customer service and creates solid professional relationships.

OBJECTIVES

- Gather an understanding on basic communication skills in English and that it is of paramount importance
- Continuously strive to improve and perfect their vocal intentions to sound positive, convincing and professional
- Enhance their verbal and non-verbal communication skills

METHODOLOGY

Our approach strives to be highly interactive, with 90% activity based experiential learning so that participants grasp new concepts in a fun way.

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