

SPEAKING & WRITING GOOD ENGLISH FOR ADMINISTRATION

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OVERVIEW

Communication is central to all aspects of life. It's a critical skill for maintaining your personal as well as professional relationships. With the encroaching social isolationism of the digital age, it's more important than ever for businesses to actively promote and foster healthy communication in the workplace.

Communication is the one intangible attribute guaranteed to make your company more successful. Effective communication is essential for any business or organization to prosper. It cuts out on wasted time and provides both customers and employees with the necessary tools to succeed and find satisfaction.

OBJECTIVES

- ✦ Demonstrate how English is really used in business today
- ✦ Extensive advice and tips on effective inter-cultural communication
- ✦ Language activities to develop vocabulary and grammar
- ✦ To be better educated to fill new jobs and more flexible to respond to the changing knowledge and skill requirements of existing jobs

WORKSHOP OUTLINE

- ✦ Module 1: Overcome Fear in Speaking & Writing in English
- ✦ Module 2: English Grammar for Elementary Level
- ✦ Module 3: Handling Difficult Conversations at Work
- ✦ Module 4: Communication Skills- Building Rapport
- ✦ Module 5: Handling Telephone Calls
- ✦ Module 6: English Grammar for Executives and Professionals
- ✦ Module 7: Communication Skills for Team Management
- ✦ Module 8: Meeting Skills
- ✦ Module 9: Negotiation Skills
- ✦ Module 10: Business Writing Skills
- ✦ Module 11: Business Presentation Skills
- ✦ Module 12: Social Emotional Communication Skills

WHO SHOULD ATTEND?

- ✦ Clerical staff
- ✦ Executives and Managers and anyone who desires to improve or fine tune their knowledge and skills in grammar and use it effectively in conversation.

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SBL CLAIMABLE

