

JUNE

24-25

DORSETT GRAND **SUBANG**

JULY

3-4

G HOTEL GURNEY **PENANG**



A 2-DAY COURSE ON

IMPROVING YOUR **Spoken & Written Communication Skills** at the Workplace

HIGHLIGHTS

- Module 1 - Understanding The Basics Of English Grammar
- Module 2 - Applying Standard English At The Workplace
- Module 3 - Improving Pronunciation And Building Vocabulary
- Module 4 - Enhancing Situational English At The Workplace
- Module 5 - Speaking English In Customer Service Situations
- Module 6 - Writing Simple And Effective E-Mail



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bridging present and future
organizational needs.

INTRODUCTION

This course provides participants with opportunities to improve their English language skills to a level that they are confident to speak and write English with ease.

OBJECTIVES

- Understand the rules of grammar in spoken and written English
- Avoid non-standard English in professional workplace situations
- Pronounce words accurately by recognizing silent letters
- Enhance vocabulary using synonyms, prefixes and suffixes
- Make and answer calls appropriately in customer service interactions
- Speak English effectively in various workplace situations
- Write simple, polite and effective e-mail with ease and confidence

WHO SHOULD ATTEND

- Secretaries and PAs
- Front-liners
- Customer Service Personnel
- Executives

METHODOLOGY

- Lectures
- Case Studies
- Group discussions
- Role-plays

TRAINER'S PROFILE

VIKNESH ASHLEY CLARENCE is a seasoned professional with a wealth of experience spanning over a decade in the realms of writing and journalism. Throughout his illustrious career, Viknesh has established himself as a distinguished figure, contributing his expertise to various esteemed organizations and publications within the Malaysian media landscape.

With a Bachelor of Arts in Communication and Media Studies from Taylor's University, Viknesh's educational background serves as a solid foundation for his professional endeavors. Armed with a comprehensive understanding of communication principles and media dynamics, he has adeptly navigated the intricate world of journalism, consistently delivering high-quality content and insightful narratives.

Viknesh's professional journey boasts collaborations with notable entities such as Star Media Group Bhd, where he contributed to StarProperty.my, a leading platform in the Malaysian real estate scene. His tenure with The Malaysian Reserve and Malay Mail further enriched his portfolio, showcasing his versatility across different media platforms and audiences.

A testament to his versatility, Viknesh has also lent his expertise to Malaysian property websites and magazines, crafting engaging content tailored to the needs of discerning readers in the real estate domain. His strategic insights and captivating storytelling have made him a sought-after content creator in the industry.

Notably, Viknesh has forged productive partnerships with prominent property developers, including Sunway Property Group and SkyWorld Development Group Bhd. Through collaborative efforts, he has contributed to the communication strategies and content initiatives of these esteemed organizations, amplifying their brand presence and engaging with their target audiences effectively.

Beyond his professional achievements, Viknesh's commitment to excellence and passion for his craft are evident in his dedication to continuous learning and growth. He remains deeply invested in staying abreast of industry trends and evolving communication technologies, ensuring that his skills remain relevant and impactful in an ever-changing media landscape.

Viknesh Ashley Clarence's career trajectory is a testament to his unwavering commitment to excellence, his profound understanding of communication dynamics, and his relentless pursuit of journalistic integrity. As he continues to make strides in the field of writing and journalism, Viknesh remains a trusted authority and a beacon of inspiration for aspiring professionals in the industry.

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DAY 1

0900 **MODULE 1 - UNDERSTANDING THE BASICS OF ENGLISH GRAMMAR**

- Grasping the basics of subject and verb agreement
- Forming regular and irregular verbs
- Avoiding double comparatives and superlatives

1030 Morning Coffee

1045 cont. **MODULE 1 - UNDERSTANDING THE BASICS OF ENGLISH GRAMMAR**

- Using the correct present, past and future tenses
- Using has, have and had appropriately

1300 Lunch

1400 **MODULE 2 - APPLYING STANDARD ENGLISH AT THE WORKPLACE**

- Special meanings of modal auxiliaries
- Applying polite language (use of modals –may, could, would)
- Using correct grammatical construction using modals
- Having awareness of standard English when interacting professionally

1530 Afternoon Tea

1545 **MODULE 3 - IMPROVING PRONUNCIATION AND BUILDING VOCABULARY**

- Understanding the influence of the mother tongue in English pronunciation
- Recognizing silent letters in words for accurate pronunciation
- Pronouncing commonly used words with confidence
- Using root words, prefixes and suffixes to enhance vocabulary

1700 End of Day 1

DAY 2

0900 **MODULE 4 - ENHANCING SITUATIONAL ENGLISH AT THE WORKPLACE**

- Giving accurate directions and clear instructions
- Asking for explanations to ensure clarity of message
- Expressing opinions and ideas with confidence
- Presenting information with confidence during meetings and discussions

1030 Morning Coffee

10.45 **MODULE 5 – SPEAKING ENGLISH IN CUSTOMER SERVICE SITUATIONS**

- Building confidence to speak in English with customers
- Asking for and giving requested information to customers
- Apologizing and offering explanations to customers
- Conversing politely with customers on the telephone

1300 Lunch

1400 **MODULE 6 - WRITING SIMPLE AND EFFECTIVE E-MAIL**

- Having awareness of e-mail etiquette
- Recognizing common mistakes in e-mail writing
- Beginning and ending an e-mail appropriately
- Using the SMART subject line
- Writing to the point – conveying the intended message

1700 End of Course

REGISTRATION FORM

Improving Your Spoken and Written Communication Skills at the Workplace

PLEASE TICK WHERE APPLICABLE

- June 24-25 SUBANG
 July 3-4 PENANG

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001403981

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP? YES NO

COMPANY SIZE

1-29 30-69 70-99 100-149 150-199 200+

CONTACT PERSON

TEL MOBILE EMAIL

APPROVING MANAGER NAME

TEL MOBILE EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 2 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 3 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 4 FULL NAME

POSITION

TEL MOBILE EMAIL

DELEGATE 5 FULL NAME

POSITION

TEL MOBILE EMAIL

COURSE FEES

The fee per person is RM1795.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion.

2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.

2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.

3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name

**TRAINMODE
SDN BHD**

Account number

14100015214

Bank Name

**Hong Leong
Bank Berhad**

CONTACT US

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OUR LOCATIONS

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25 Jalan Utama 2/18,
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Utama, 47100 Puchong, Selangor

PENANG

10 Lorong Industri Impian Indah 1,
Taman Industri Impian Indah,
14000 Bukit Mertajam, Penang

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