Business English for Workplace Communication

Skill Focused :: Speaking

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Module 1 :: Session Objectives

**WARM CHAT**

By the end of this session, you will be able to:

- Use appropriate tone (formal, informal, neutral) in a warm chat (introduction, small talk, closing).
- Use appropriate lexical, syntactical and grammatical elements in a warm chat (introduction, small talk, closing).

**TELEPHONE SKILLS**

By the end of this session, you will be able to:

- Describe the unique challenges in providing effective customer service to phone callers
- Practise efficient telephone tasks, techniques and manners
- Use appropriate language expressions in telephone conversations

**PRESENTATION SKILLS**

By the end of this session, you will be able to:

- Practise effective presentation skills and techniques
- Use appropriate language expressions in a presentation

**CONDUCTING MEETINGS**

By the end of this session, you will be able to:

- Differentiate the types of meeting and their purposes
- Demonstrate the ability to lead and participate effectively in a meeting
- Use correct language expressions as a chairperson and participants in a meeting
- Demonstrate appropriate non-verbal communication in a meeting

**TRAINERS**

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