

Module 1

Business English for Workplace Communication

Skill Focused :: Speaking

CONTENTS

➤ Warm Chat	1 - 5
➤ Telephone Skills	6 - 14
➤ Presentation Skills	15 - 31
➤ Conducting Meetings	32 - 43

Trainers

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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).*

TRAINER

Suriya Kumar Sinnadurai

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*

TRAINER

Noor Azlinda Zainal Abidin

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*

TRAINER

Noor Azlinda Zainal Abidin

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*

TRAINER

Suriya Kumar Sinnadurai