

No More Diffidence

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29 June 2010. UMP Bursary staff had their five minutes of fame as they took the stage and sang their hearts out; in front of their big boss, too! It was all a stress-free moment of merriment as participants sang the familiar words of “Where’s the report?” and “No FB!” tongue-in cheek, typically heard and used at their workplace.

Trainers watched with pride as the Prize-Giving and Closing Ceremony, the pinnacle event of the English Communication @ the Workplace Course, which took place at KPU Banquet Hall on 28 June, from 9.00 am to 11.00 am, has successfully revealed the confidence and hidden singing talents of the Bursary staff that was indeed, the goal of the course. The course was customised to the needs of the 50 staff (N41 and N27) from the Bursary Department where the classes took place twice a week, every Monday and Wednesday from 5.00 pm to 6.30 pm from 23 March to 14 June. The course was conducted by a group of eight trainers and facilitators from CMLHS.

Their commitment paid off. The participants remarked that the course has given them more confidence. The Bursar of UMP, Zainudin bin Othman, said that before the course, staff would shy away from English speaking clients but now he observed that they have the confidence to communicate in English themselves. Plans to move into the second phase of the course are underway and this time the focus would be on Conducting Meeting Skills and Writing Minutes, and on Enhancing Communication Skills.



Ready! The bursary staff cheered enthusiastically upon completing a task.