

English for the Workplace

1. Introduction:

English is essential if you want to get ahead in today's fast-paced global economy. And because we know that using English at work is different from general, conversational English, our course has been specifically designed with your working life in mind. We will arm you with the skills you require to communicate effectively and confidently in the world's business language.

So whether you are looking to secure that ideal job, be more productive at work or simply increase your chances of promotion, our expert teachers and targeted approach to teaching English will help you on your way.

Our course focuses on the situations that are related to your everyday working life. These include writing reports, calling customers and holding meetings with colleagues.

2. Course Objectives:

To equip adult working members by enhancing their proficiency, writing and communication tasks to:-

- gain confidence speaking English in work situations
- enhance their writing proficiency in business communication tasks such as emails, memo, agendas
- improve listening in business and economic contexts
- develop reading comprehension of authentic business texts

3. Course Content:

English Grammar, What is Business Communication?, E-Mails, Business Writing, Oral Presentation, Presentation - Software & Visual Aids, Meetings & Business Social Skills

4. Who Should Attend:

Business professionals, non-executives and executives conducting business regularly with English speakers who wish to build rapport and strengthen relationships by attending a business English course.

5. Course Duration:

12 Lessons of 4 hours each (48 hours)

2 hours of testing

Classes Every Saturdays and Sundays @ 9.00am to 1.00pm

6. Commencement Date:

Intake 1: 5 March 2016 – 16 April 2016

Intake 2: 3 September 2016 – 22 October 2016

7. Training Methodology

Discussions, role play, practice sessions, lectures, presentation, simulations, etc.

8. Awarding of Certificate

The certificate will be awarded by University of Malaya Centre for Continuing Education upon successful completion of the course

9. Course Fee

RM 2650.00 (including GST)

Fees can be paid in full or by instalment

SYLLABUS FOR ENGLISH FOR THE WORKPLACE

- 1. English Grammar**
 - What is grammar – definition, use and importance
 - Parts of Speech – Nouns, Adjectives, Adverbs, Prepositions, Conjunctions
 - Verbs & Tenses – Past, Present, Future with Perfect tenses
 - Sentences : Subject-verb agreement, simple and compound Sentences, business sentences
 - Determiners – this, that, these, those, my, there, which
 - Punctuation – period, comma, exclamation marks, question mark, colon, semi-colon
 - Business English Expressions and Vocabulary
- 2. What is Business Communication**
 - Internal/ external partners
 - Sender, message, channel, receiver
 - Feedback & action
 - Oral versus Written Communication
- 3. E-Mails**
 - Layout & Formatting
 - Writing Style (flow, voice, tone, persuasion)
 - E-mail etiquette
 - Grammar, vocabulary, syntax
- 4. Business Writing**
 - Medium & Target Audience
 - Layout & Formatting
 - Writing Style
 - Grammar, vocabulary, syntax
- 5. Oral Presentation**
 - Target Audience
 - Theme and content planning
 - Speaking style (voice, tone, pace)
 - Body language
 - Grammar, Vocabulary
- 6. Presentation - Software & Visual Aids**
 - Slide design, layout template
 - Numbered lists, bullet points
 - Tables, figures graphs
 - Audio/ video presentation
 - Animations
- 7. Meetings**
 - Objectives of meetings
 - Developing agendas
 - Scheduling of meetings
 - Meeting memos & notifications
 - Preparing for meetings
 - Meeting etiquette
- 8. Business Social Skills**
 - Developing a good work ethic
 - Interpersonal Skills
 - Customer Management