English for Professional Communication

blsk

A 2-day workshop for corporations, government institutions, and medium-sized enterprises

Course Objectives

- Learn on how to communicate professionally during meetings and discussions with colleagues, superiors, and other stakeholders
- Create impactful work presentations using effective techniques
- Write cogently in emails, letters, and communication apps such as Whatsapp
- Discover how to negotiate better with individuals, teams, and departments
- Understand stakeholders' needs better by practicing active and reflective listening skills

Who Should Attend

Executives and non-executives from all management fields, both technical and non-technical

Module Outline

Module 1: English for Professional Meetings and Discussions
- Verbal communication skills
  - Effective techniques
  - Powerful words to increase the impact of communication
- The right voice inflection
  - 4 elements in the effective tone of speech
  - Applying the right tone in communicating during meetings and discussions
- Effective body language
  - 8 categories of nonverbal communication
  - Body language to increase influence and impact during meetings and discussions

Module 2: English for Professional Presentations
- Slides, data, or work presentations
- Pitch (for proposal or new idea presentations)

Module 3: English for Professional Writing
- Via email and letter
- Via communication apps (eg. Whatsapp)
  - Punctuation, temperament, usage of emojis
- Samples of best sentences and phrases that can be adopted

Module 4: English for Professional Work Negotiations
- Negotiation strategies
- Negotiation techniques:
  - Pull Technique; Push Technique; Pull-Push Technique
- Common mistakes of negotiation
- Tips for better negotiation results

Module 5: English for Effective Listening
- Active & reflective listening techniques
- The do's and don'ts in listening
- Some examples of nprobing and clarifying questions
- Tips to become better listeners