CeDR
CORPORATE CONSULTING
198501004328 (136767-V)

W.I.S.E (WRITE IMPACTFULLY AND SPEAK EFFECTIVELY)

DATE: *16-17 May / 4-5 September 2023*
22-23 January 2024

DURATION: *2 Days*

FEE: *RM980*

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

English is today's language of business. This is especially so during the Pandemic when everyone depends on the latest news and updates. Any wrongly placed word or sentence may create an uproar or miscommunication in an instance. It is imperative to say what we mean and to mean what we say.

The program delves into communication skills required to build rapport instantly using tips and techniques supported by science and research to enable you to write with impact and speak with more confidence and agreement with your colleagues and customers alike. This is an interactive program which requires full participation throughout the day especially during the activities and group sharing.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand prerequisites of effective communication.
- Write clear, correct sentences.
- Prepare business documents particularly emails that are more effective.
- Listen more effectively in English.
- Speak more clearly, fluently & confidently in English.
- Avoid making common Grammar mistakes that affect the message.

METHODOLOGY

- Lectures and Handouts
- Role Plays
- Simulations & Drama
- Group Tasks and Game-based learning
- Demonstrations
- Drills and Repetitions
- Discussions and Sharing
- Videos

WHO SHOULD ATTEND

- First Level Manager
- Executives/Supervisory

FACILITATOR

Norshila Abdullah

With more than 25 years of teaching experience at tertiary level. She was a Senior Lecturer at the Department of Languages and Communication, Universiti Tenaga Nasional and was the Head of Department for 3 consecutive terms. She has taught various English courses since 1987. Norshila is a certified trainer. She has been training for over ten years. She designs and conducts various communication courses for both executives and non-executives.

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PROGRAM CONTENT

Module 1
Overview of Communication Process
Expectation Setting

- Miscommunication and its Effects
- What are Limiting Beliefs?
- How did they form?
- Learn how the unconscious mind affects our thinking
- What are effects caused?
- Techniques for Overcoming Limiting Beliefs
- Change the way you think by re-wiring your brain, breaking habits and thinking more positively
- Build Instant Rapport
  - Non-verbal Language
  - Representational Systems

Module 2
Speaking Effectively

- Varieties of English
- Standard English vs. Malaysian English
- Building Speaking Confidence
- Speaking more Diplomatically and Tactfully
- Speaking English at Work
  - Making suggestions
  - Requests and offers
  - Giving opinions and disagreeing
  - Apologizing
  - Interrupting
  - Activities and Assignments
- Listening in English
  - Listening for Specific Information
  - Listening for Main Ideas
  - Barriers to Effective Listening

Module 3

- Writing in Plain English
- American English vs British English
- Components of Writing Style
  - Language
  - Sentence Structure
  - Paragraph Structure
  - Tone
  - Order of Information

- Brush Up on Your Grammar
  - Subject-Verb Agreement
  - Noun-Pronoun Agreement
  - Tenses

Module 4

- Planning Emails
  - Write more effective subject lines and email text
  - Study tone and level of formality in emails
  - Write powerful business emails for professional needs
  - Importance of Netiquette
  - Writing Activities and Exercises
  - Practice! Practice! Practice!

Feedback, Consolidation and Application

PROGRAM SCHEDULE

Day 1

9:00am	- 10:30am	:	Module 1
10:30am	- 10:45am	:	Coffee Break
10:45am	- 1:00pm	:	Module 1 (*Continue*)
1:00pm	- 2:00pm	:	Lunch
2:00pm	- 3:30pm	:	Module 2
3:30pm	- 3:45pm	:	Coffee Break
3:45pm	- 5:30pm	:	Module 2 (*Continue*)
			End of the day

Day 2

9:00am	- 10:30am	:	Module 3
10:30am	- 10:45am	:	Coffee Break
10:45am	- 1:00pm	:	Module 3 (*Continue*)
1:00pm	- 2:00pm	:	Lunch
2:00pm	- 3:30pm	:	Module 4
3:30pm	- 3:45pm	:	Coffee Break
3:45pm	- 5:30pm	:	Module 4 (*Continue*)
			End of the day