



BUSINESS COMMUNICATION SKILLS

**COMMUNICATION SKILLS AND BUSINESS ENGLISH
COURSE FOR WORKING PROFESSIONALS**

BUILD YOUR CONFIDENCE. BE MORE ACCURATE.

Communication skills, or rather **effective** communication skills are crucial in the business environment. Regardless of your rank or role profile, every employee is expected to be able to communicate confidently and accurately. Whether it is written or spoken, business communication is integral to the success of your career and the organisation you work for.

SYNOPSIS

This interactive course helps you build the skills needed to communicate successfully in the modern business environment. Through case study scenarios, role plays, questionnaires and mini presentations, you will develop techniques to ensure you become more effective in your work life and communicate in a clearer and more confident manner. Be it written or spoken, you will get plenty language input and practice with real world scenarios.

WHAT YOU WILL LEARN

- Useful language for various business settings, from written documents such as emails, reports and memos to spoken contexts such as meetings, presentations, networking and negotiations.
- Essential vocabulary for the modern work environment, regardless of industry
- Grammar essentials and common errors Malaysians make
- Clearer writing that conveys your message succinctly and accurately while developing a rapport with the reader
- Increased confidence in spoken English pronunciation
- English for various soft skills required in meetings, presentations, telephone conversations and different social events
- Confidence to practice writing and speaking in all contexts and with all levels of audience

BRITISH COUNCIL MALAYSIA

Let's talk. Visit our Learning Centres now!

PENANG (PUSAT BAHASA BRITISH COUNCIL)

Wisma Great Eastern,
Suite 3A.1 & 3A.2,
25, Lebuh Light,
10200 Penang

T +60 (0)4 255 9000

F +60 (0)4 263 3262

E penang@britishcouncil.org.my

www.britishcouncil.my/penangpt

Connect with us at:



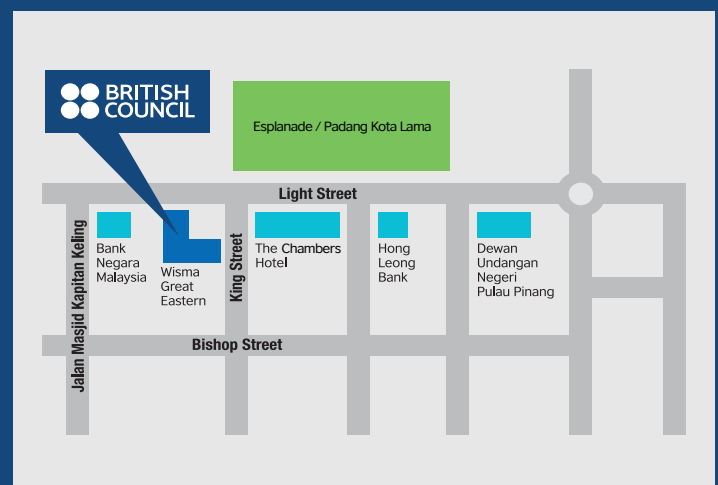
BritishCouncilMalaysia



my_British



my_british



OUR OFFICE HOURS

Tuesday to Sunday :
09.00 - 17.00

Closed on Mondays and public holidays

Business Communication Skills Course Outline

Module 1

WRITING: Better Emails	SPEAKING: Presentation Skills	SOFT SKILLS: Communicate with Confidence 1
<p>Week 1</p> <ul style="list-style-type: none"> • Fundamentals of emails • Diagnostic task: email • 6Cs: Making writing meaningful <p>Week 2</p> <ul style="list-style-type: none"> • Structure: BLADE vs ODAC • Organising your message • Grammar: tenses <p>Week 3</p> <ul style="list-style-type: none"> • Proofreading skills • Final task: email 	<p>Week 4</p> <ul style="list-style-type: none"> • Fundamentals of presentations • Diagnostic task: 5-min presentation • Features of a good presentation <p>Week 5</p> <ul style="list-style-type: none"> • Controlling nerves: recognising and overcoming • Ordering information <p>Week 6</p> <ul style="list-style-type: none"> • Grammar: describing trends <ul style="list-style-type: none"> - Movement - Degrees of change • Final task: 5-min presentation 	<p>Week 7</p> <ul style="list-style-type: none"> • Fundamentals of communication • Diagnostic task: elevator pitch • Body language and controlling your message • Communication styles <p>Week 8</p> <ul style="list-style-type: none"> • Flexing • Voice: volume, pace and pausing <p>Week 9 & 10</p> <ul style="list-style-type: none"> • Consolidation sessions

Module 2

WRITING: Business Writing Essentials	SPEAKING: Being Effective in Meetings	SOFT SKILLS: Communicate with Confidence 2
<p>Week 1</p> <ul style="list-style-type: none"> • Fundamentals of business writing • Diagnostic task: students' choice • POWER: the writing process • Register: Formal v informal language <ul style="list-style-type: none"> - Recognizing - Using <p>Week 2</p> <ul style="list-style-type: none"> • Grammar: SVA <ul style="list-style-type: none"> - Singular/plural - Final -s - Old-fashioned v modern English - Malaysian English <p>Week 3</p> <ul style="list-style-type: none"> • Editing skills • Final task: students' choice 	<p>Week 4</p> <ul style="list-style-type: none"> • Fundamentals of meetings • Diagnostic task: mini-meeting • Roles in a meeting and vocab • Signposting <ul style="list-style-type: none"> - Opinions - (Dis)agreeing <p>Week 5</p> <ul style="list-style-type: none"> • Signposting <ul style="list-style-type: none"> - Interrupting - Preventing interruptions • Grammar: checking understanding <ul style="list-style-type: none"> - Mirroring and rephrasing <p>Week 6</p> <ul style="list-style-type: none"> • Chairing a meeting: keeping everything on track • Final task: meeting roleplay 	<p>Week 7</p> <ul style="list-style-type: none"> • Barriers to communication • Active listening <p>Week 8</p> <ul style="list-style-type: none"> • Grammar: question forms <ul style="list-style-type: none"> - Direct v indirect - Follow-up questions • Putting it all together • Final task: elevator pitch <p>Week 9 & 10</p> <ul style="list-style-type: none"> • Consolidation sessions