

COMMUNICATING IN ENGLISH

Speak Well, Present Yourself Well

"THE ART OF ADVENTURE FOR LIFELONG LEARNING"



INTRODUCTION

Speaking is the most common form of communicating with other people that we do on a daily basis. At work we speak to our colleagues, superiors, and external parties. Outside the office, we speak to our family, friends and whomever we meet. Often, we are more at ease communicating out of the office than we are in the office. The reason for this could be the style of communicating – one is less formal than the other.

And when asked to speak to a group of people in a formal environment, it can be pretty daunting. What more to speak to others in English, the language recognized as the international business language, the task would seem overwhelming for many. Some reasons cited for this fear are afraid people might not understand what was said; others quoted lack of the skills as a reason.

Thankfully, speaking in public and communicating in English are skills that can be learned. And this is what the training will provide participants with – skills and knowledge to be eloquent in public speaking, and in communicating in English.

OUTCOMES EXPECTED FROM THIS PROGRAMME: -

- Identify, understand and overcome barriers to your effective communication;
- Assess current situation and learn ways to improve and enhance current communication skills set;
- How to structure thoughts before speech to ensure a smooth delivery;
- The importance of language proficiency in communicating;
- Reinforced grammar and sentences stringing;
- Which types of non-verbal body language play important roles in your 'visual' speech for effective oral presentation;
- Learn that asking questions are important in listening & listening is more than ears;
- Review skills of written communication at work;
- Immediate application of techniques and tips during practice runs in class.

METHODOLOGY:

- Facilitated classroom lecture
- Reference to participant workbooks
- Self assessments
- Individual, small group and large group activities
- Case studies and exercises
- Simulations and role-plays

DATE:

3 - 4 May 2017
4 - 5 Dec 2017

MEDIUM:

English & Bahasa Malaysia

VENUE:

Vistana Hotel, KL

DURATION:

2 days, 9am – 5pm

TRAINER :

Ms. Roziana

COURSE CONTENT

THE COMMUNICATION BASICS

- What actually is 'communication'?
- The need for effective communication
- Communicating in the era of technology

OVERCOMING BARRIERS TO EFFECTIVE COMMUNICATION

- Identify the barriers
- Steps to overcoming them
- Challenges in overcoming barriers

TYPES OF COMMUNICATION AT WORK

- Oral
- Written

SPEECH, THE MOST COMMON ORAL COMMUNICATION

- What do you fear when it comes to speech?
- What can be done to overcome the fears

ELEMENTS TO LOOK OUT FOR IN SPEECH

- Tone
- Pitch
- Volume
- Pace

STRUCTURE YOUR THOUGHTS BEFORE VOICING THEM OUT!

- Have a plan
- Keeping them simple

NOTE TAKING TRICKS

- Map them out
- Plant a Tree
- Flow through
- Make mental notes

FLAIR FOR LANGUAGE

- English can be a fun language
- Going back to some basics of grammar
- Tenses: past, current & future, simple & perfect

BEING ELOQUENT WHEN YOU SPEAK

- Pronunciation
- Sentence structures
- Ear for details
- Conversation pieces

PLANNING & ORGANIZING FOR YOUR PRESENTATION

- Opening with flair
- Concise content
- Close with a bang

SOLICIT FEEDBACK

- The art of active listening
- Tips to asking questions
- Some tricks to answering questions
- Throw back to them!

BODY LANGUAGE

- Visual non-verbal that speaks equally loud!
- How to manage your body language for effectiveness of communication
- Understanding your body language to understand colleagues

WRITTEN COMMUNICATION

- Letters & e-mails
- Formal vs. Informal writing
- Editing, self-checking for errors

SPEAK WELL, PRESENT WELL

- Speech! Speech! Speech!

AND THAT'S A WRAP...

PROGRAM SCHEDULE :

Registration	: 8.30am
Morning session	: 9.00am - 10.30am
Morning Tea	: 10.30am - 10.45am
Lunch	: 1.00pm - 2.00pm
Afternoon session	: 2.00pm - 3.30pm
Afternoon Tea	: 3.30pm - 3.45pm
End	: 5.00pm





TRAINER PROFILE MS. ROZIANA

She is a Trainer Consultant operating on her own since she left full-time corporate employment in July 2003. Born in Kangar, Perlis she holds a Bachelors degree in Business Administration from the Ohio University of Athens, United States of America. She is a PSMB approved Trainer and has several other trainer certifications including from Zenger-Miller.

Her work experiences covered a wide area including marketing, operations, frontline and back-end customer servicing as well as in training. She progressed from executive to more senior positions, acquired skills and knowledge in managing people as well as in decision making & problem solving, and contributed significantly to the management and business plans.

Roziana was also responsible for the development and execution of Customer Service and Quality Initiatives. These included guidelines and procedures in Handling Customer Issues, Internal Customer Care processes, Customer Loyalty programs, Customer Feedback projects and of course, soft-skills training. An accomplishment in recognition of her experience was her involvement in the National Occupational Service Standards, NOSS curriculum development for the car rental industry under purview of the Majlis Latihan Vokasional Kebangsaan, MLVK.

Besides training, Roziana writes and translates on a freelance basis, putting to use the other skills and knowledge (and creativity) she has acquired in her years with the MNCs. An accomplishment in this field was her role as the writer for both KTMB's Coffee Table books on their electrified railway lines. She is also continuously improving her presentation skills through reading, discussing with fellow trainer consultants, participation in training organized by others and observing happenings around her.

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Registration Form

Communicating In English

Date : 3 - 4 May 2017 & 4 - 5 Dec 2017 | Venue: Vistana Hotel, KL

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

FAX : +603-5545 1978 ; TEL : +603-5542 0023 (Hunting Line)

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

RM 1380 Per Pax (Normal Price)

GROUP REG: RM 1,035 PER PAX!!

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Or Single Reg: RM 1,104 PER PAX

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PARTICIPANT'S NAME :

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Email: _____

Name : _____

Position: _____ Dept: _____

DL : _____ HP: _____

Email: _____

Company Name:

Address: _____

City: _____ Postcode: _____

Tel : _____ Fax: _____

(Authorization (Signatory must be authorized on behalf of the company)

Person In Charge:

Name: _____

Position: _____ Department : _____

DL: _____ Email : _____

Signature: _____ Date: _____

This booking is **invalid** without a signature & company stamp.

TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

ASL Training & Consultancy Sdn. Bhd.

COMPANY STAMP



PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2												
Writing Good Business Documents & Reports	2	11 - 12.						11 - 12.					
Professional Grooming	2		22 - 23										
Microsoft Excel Training (Intermediate)	2				11 - 12.								
Microsoft Excel Training (Advance)	2				11 - 12.								
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							
Awareness On Rigging & Slings Training	2			8 - 9.									
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									
Poka Yoke - Achieving Zero Defects in Production Operation	2												
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.							

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