

EFFECTIVE BUSINESS COMMUNICATION



A **25-hours program** customized for FPSO staff (**Intermediate & Advanced level**), to achieve effective business communication skills.

To be conducted by
Ravinder Kaur

... who has excellent communication skills and teaching experience in English courses to students and corporate organizations.

Communicate professionally, persuasively & effectively in ENGLISH.

This is a highly practical workshop with numerous pair works, group activities and discussions.

Specifically designed to help participants

- ✓ Understand & apply simple English in their job functions.
- ✓ Avoid the common mistakes made when communicating in English.
- ✓ Understand the methods of writing report & emails.
- ✓ Use proper grammar in their written English
- ✓ Identify & avoid the commonly confused words or misspelt words.
- ✓ Improve their communication skill for face to face & over the phone.
- ✓ Improve their presentation skills in English.
- ✓ Increase their confidence when conversing or writing in English

Note: Participants will be exposed to English exercise, quizzes, reading materials, case studies as well as presentations which will help them towards improving their English.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Sales Staff
- ✓ Executives
- ✓ Technical and Non-Technical Staff
- ✓ All who require to use English in their daily job functions.



For more information, please contact

IDC TRAINING HOUSE SDN BHD TEL: 03-7956 5126 WWW.IDC-TRAINING.COM

HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

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Trainer's Background

Ravinder Kaur graduated with a Bachelor of Business Administration (Hons) majoring in International Business from University of Northumbria (UK). She has also passed the International English Language Testing System (IELTS) with flying colours.

Ravinder has a great amount of talent conducting courses in English for working adults as well as students. The students in her class has benefitted in terms of doing better presentations, improving their communications and writing skills. She has also trained university students who have just gained entry into the tertiary level.

Ravinder has also trained corporate organizations to improve their English skills in doing presentations, communicating over the telephone, resume writing and how to attend an interview. She even coached individuals to prepare for the IELTS examination.

Ravinder worked for Affin Bank Berhad for five years while pursuing her passion in training after her working hours. Ravinder had worked in various departments during her employment with Affin Bank.

Her exposure and experience in various portfolios in the corporate world has given her a special edge to share her knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Mind Development, Goal Setting, Communications, Customer Service, Customer Relationships and issues related to People Skills.

Due to her corporate exposure, the skills and knowledge she has acquired is an asset to the local organizations and is highly sought after to conduct trainings. Ravinder now is a full time trainer and has been training for seven years .

Course Outline (Total: 25 hours)

Part 1—LISTENING (4 hours)

- Pronunciations
- Word stress in English
- Homophones

Part 2—SPEAKING (8 hours)

- The importance of communication
- Communications skills
 - Face to face Communication
 - Telephone Etiquettes
- Presentations
 - Preparations
 - Equipments
 - Delivering
 - Language
 - Presentations
 - Review
- Speaking Situations

Part 3—READING (1 hour)

- Tips on reading

Part 4—WRITING (12 hours)

- Grammar
 - What is grammar
 - Common mistakes in grammar
 - Adjectives
 - Adverbs
 - Conjunctions
 - Nouns
 - Prepositions
 - Pronouns
 - Punctuations
- Business formats
 - Reports
 - Memos
 - Email
 - Letters