



## **EFFECTIVE ENGLISH FOR BUSINESS COMMUNICATION SKILLS TRAINING**



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

**Course Title:** Workplace Interpersonal Communication Skills Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training provides participants with practical techniques to improve their English communication skills for professional and business settings. It focuses on developing clarity, accuracy and confidence in speaking, writing and interacting in English at the workplace. Through guided practice, real workplace examples and communication exercises, participants will strengthen their ability to express ideas, handle conversations and draft business messages with greater professionalism.

## **OBJECTIVE(S):**

- Improve business English speaking and writing skills.
- Strengthen clarity, accuracy and confidence in communication.
- Apply proper sentence structure, grammar and vocabulary for workplace use.
- Communicate professionally in meetings, emails and reports.
- Enhance listening skills for effective understanding.
- Handle conversations, discussions and presentations in English.
- Reduce communication errors and misunderstandings.
- Develop confidence to use English in daily work interactions.

**TARGET GROUP(S):**

- All employees
- Supervisors and team leaders
- Executives and managers
- Customer service and administrative staff
- Anyone who uses English for work communication

**ENTRY REQUIREMENT(S):**

- Able to read, write and communicate verbally in Malay/English

**TOPIC(S):**

1. Introduction to Business English Communication
2. Grammar Essentials for Clear and Correct Writing
3. Professional Business Vocabulary and Expressions
4. Effective Email and Report Writing Skills
5. Speaking Skills for Meetings, Discussions and Presentations
6. Listening Skills for Workplace Communication
7. Handling Difficult Conversations in English
8. Practical Application: Workplace English Communication Exercises

**LIST OF REFERENCE BOOK(S):**

- Business English communication textbooks
- English grammar and workplace vocabulary guides
- Professional writing and presentation references

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard and accessories
- Flip chart and accessories
- English communication worksheets and templates

**METHODOLOGY(S):**

- Lecture
- Group exercises
- Communication practice activities
- Role-play
- Writing and speaking workshops

## TRAINING SCHEDULE

### Day 1

| Time                | Activity / Topic  |
|---------------------|---|
| 8:30 am – 9:00 am   | Registration and Introduction                           |
| 9:00 am – 10:15 am  | Topic 1: Introduction to Business English Communication |
| 10:15 am – 10:30 am | <b>Morning Tea Break</b>                                |
| 10:30 am – 12:30 pm | Topic 2: Grammar Essentials for Workplace Use           |
| 12:30 pm – 1:30 pm  | <b>Lunch Break</b>                                      |
| 1:30 pm – 3:30 pm   | Topic 3: Business Vocabulary and Useful Expressions     |
| 3:30 pm – 3:45 pm   | <b>Afternoon Tea Break</b>                              |
| 3:45 pm – 5:00 pm   | Topic 4: Effective Email and Report Writing             |

## TRAINING SCHEDULE

### Day 2

| Time                | Activity / Topic   |
|---------------------|--|
| 8:30 am – 9:00 am   | Recap of Day 1   |
| 9:00 am – 10:15 am  | Topic 5: Speaking for Meetings and Discussions             |
| 10:15 am – 10:30 am | <b>Morning Tea Break</b>                                   |
| 10:30 am – 12:30 pm | Topic 6: Listening Skills for Workplace Interaction        |
| 12:30 pm – 1:30 pm  | <b>Lunch Break</b>   |
| 1:30 pm – 3:30 pm   | Topic 7: Handling Challenging Conversations in English     |
| 3:30 pm – 3:45 pm   | <b>Afternoon Tea Break</b>                                 |
| 3:45 pm – 5:00 pm   | Topic 8: Practical Business English Communication Workshop |