



## **Overview**

Confidemy is a training service provider. It offers various training programs in English Language and Soft skills.

Started in the year 1999, Confidemy so far has provided training to more than 150 educational institutions and corporations.

## **Objectives**

- To provide empirical training that motivates individuals and clients to achieve full potential in work or life.
- To work in tandem with our clients and ensure courses we offer are tailor-made to suit learning and workplace outcomes.

## **Vision**

To be the finest, masterclass, most-preferred training service provider.

## **Mission**

To ensure that our training and development activity has a positive impact on the future of individuals and corporates.

## Training Modules

BASIC LANGUAGE PROGRAMS			
No.	MODULES	KEY TOPICS COVERED	DURATION
1.	<b>General English (Spoken and Written)</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ To develop functional English skills for effective communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conversation Openers</li> <li>▪ Listening Comprehension, Understanding the partner, Summarizing Skills, and Paraphrasing Skills</li> <li>▪ Using the correct word order, Getting the Syntax Right</li> <li>▪ Improving lexical resources – vocabulary building</li> <li>▪ Lexical Resources – workplace buzzwords</li> <li>▪ Tenses and Verb Forms</li> <li>▪ Types of sentences</li> <li>▪ Active and Passive Voice</li> <li>▪ Reported Speech</li> <li>▪ Modal Verbs</li> <li>▪ Question Tags</li> <li>▪ Synthesis of Sentences</li> </ul>	<b>Based on needs analysis</b>
2.	<b>Business English</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ To build good spoken and written English skills</li> </ul>	All topics as above with additional inputs on: <ul style="list-style-type: none"> <li>▪ Effective E-mail writing. Benefits of short simple sentences</li> <li>▪ Selecting the right tone/ Strategies to keep mail gender neutral</li> <li>▪ Punctuation</li> </ul>	
3.	<b>Communication Skills</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ To learn the art of effective communication in the global workplace</li> </ul>	<ul style="list-style-type: none"> <li>▪ Basic Communication</li> <li>▪ Exchanging Pleasantries</li> <li>▪ Practicing Courtesies</li> <li>▪ Flow of Interaction</li> <li>▪ Rapport Building</li> <li>▪ Managing communication situationally</li> </ul>	

## Training Modules

BUSINESS COMMUNICATION SKILLS			
No.	MODULES	KEY TOPICS COVERED	DURATION
1.	<b>Dynamics of Communication and Interpersonal Skills</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>▪ Understand the importance of effective communication for success in the workplace</li> <li>▪ Recognize barriers to effective communication and learn how to overcome them</li> <li>▪ Develop and practice effective communication skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the importance of effective communication for success in the workplace</li> <li>▪ Understand importance of 2-way communication</li> <li>▪ Recognize the significance of nonverbal communication</li> <li>▪ Recognize barriers to effective communication and overcome them</li> <li>▪ Develop effective listening skills</li> <li>▪ Develop effective communication skills</li> </ul>	
2.	<b>Presentation Skills</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ Learn the different steps involved in making an effective presentation with reference to preparation, delivery, and handling questions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the parameters of a successful presentation with reference to content and delivery</li> <li>▪ Learn the different steps in preparing for an effective presentation</li> <li>▪ Develop effective delivery skills</li> <li>▪ Learn how to handle questions after a presentation</li> <li>▪ Practice individual and team presentation skills</li> </ul>	
3.	<b>Conference/Meeting Etiquette</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ To develop, learn and practice conferencing skills and learn to build and maintain professionalism in a call</li> </ul>	<ul style="list-style-type: none"> <li>▪ Learn and demonstrate the importance of tone and the professional image that is portrayed in Conferences/Meetings</li> <li>▪ Practice appropriate greetings and how to open a call effectively</li> <li>▪ Learn to understand stakeholders' needs by developing and practicing active listening skills</li> <li>▪ Develop and practice the correct hold and transfer procedure</li> <li>▪ Practice how to close a call appropriately in a positive tone</li> <li>▪ Learn and practice leaving voice messages confidently</li> </ul>	
4	<b>Assertive Communication</b> <b>Objective: Enhance self-confidence</b> <ul style="list-style-type: none"> <li>▪ Use assertive skills to achieve results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Define passive, assertive, aggressive, &amp; passive-aggressive styles</li> <li>▪ Assess self-levels of assertiveness</li> <li>▪ Improve self-confidence to increase assertive behavior</li> <li>▪ Understand nature of conflict</li> <li>▪ Implement the strategies for assertive communication</li> <li>▪ Develop effective interpersonal skills</li> </ul>	

## Training Modules

BEHAVIORAL SKILLS / SELF DEVELOPMENT			
No.	MODULES	KEY TOPICS COVERED	DURATION
1.	<b>Stress Management</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>▪ Understand stress and its relationship with performance</li> <li>▪ Recognize one's stressors and one's own symptoms to stress</li> <li>▪ Develop and learn 'effective coping Strategies'</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand what is meant by stress</li> <li>▪ Recognize relationship between Stress and Performance</li> <li>▪ Self-assessment of stressors and stress levels Recognize one's own symptoms to stress</li> <li>▪ Develop and learn suitable Coping Strategies</li> <li>▪ Formulate an action plan to deal with one's stress</li> </ul>	
2.	<b>Time Management /Building</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ Understand the value of Time and develop Time Management skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the value of Time and importance of Time Management</li> <li>▪ Self –assessment of one's Time Management skills Develop effective TM Skills – Activity Log, Goal Setting, Planning, Recognize significance of Action Categories and Prime time</li> <li>▪ Learn to Prepare 'To Do Lists' Prioritize, Organize, Delegate, Conquer procrastination and Deal with interruptions</li> <li>▪ Learn how to Schedule Projects, Set realistic deadlines</li> <li>▪ Manage meetings effectively</li> </ul>	
3.	<b>Social &amp; Corporate Etiquette</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>• Develop principles of corporate and business etiquette and emerge as true professionals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop Effective Communication Skills</li> <li>▪ Learn to Greet and Meet people</li> <li>▪ Learn to Introduce self and others</li> <li>▪ Learn the Do's &amp; Don'ts of the global workplace</li> <li>▪ Learn to share the workspace and develop a professional attitude</li> <li>▪ Develop and learn principles of Business and Corporate Etiquette</li> <li>▪ A self-assessment on professionalism at work</li> </ul>	

## Training Modules

BEHAVIORAL SKILLS / SELF DEVELOPMENT		
4.	<p><b>Interviewing skills training workshop</b></p> <p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>▪ Develop and practice effective Interviewing Skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recognize key responsibilities of interviewers</li> <li>▪ Formulate an effective job description</li> <li>▪ Prepare person specification work sheet</li> <li>▪ Tips on screening applications and consider logistics</li> <li>▪ Learn to avoid discriminations and build rapport</li> <li>▪ Illustrate the significance of body language, voice modulation and other non-verbal factors verbal communication</li> <li>▪ Develop effective listening and communication skills</li> <li>▪ Prepare typical questions and understand why they are asked and how they are interpreted</li> <li>▪ Develop an effective interview structure</li> <li>▪ (WASP – Welcome, Ask, Supply, Part)</li> <li>▪ Self Assessment on one’s interviewing skills and draw out an action plan to develop one’s skills further</li> </ul>
5.	<p><b>Leadership and Communication</b></p> <p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>▪ Emerge as true professionals and acquire principles of impeccable work behavior</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop Effective Leadership Skills</li> <li>▪ Learn to Greet and Meet people</li> <li>▪ Learn to Introduce self and others</li> <li>▪ Learn the Do’s &amp; Don’ts of the global workplace</li> <li>▪ Learn to share the workspace and develop a professional attitude</li> <li>▪ Develop and learn principles of Business and Corporate Etiquette</li> <li>▪ A self-assessment on professionalism at work</li> <li>▪ Learn to work effectively in teams and develop qualities of a winning team member</li> </ul>

## Training Modules

PRONUNCIATION			
NO.	MODULES	KEY TOPICS COVERED	DURATION
1.	<b>Voice and Accent Neutralization (Phonetics)</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ To neutralize regional influence on pronunciation, improve clarity and control pace of speech</li> </ul>	<ul style="list-style-type: none"> <li>▪ The Consonant and Vowel Sounds</li> <li>▪ Word Stress, Sentence Stress, Thought Groups, and pausing.</li> <li>▪ Pronunciation Practice of Client Specific terms and Proper Nouns.</li> <li>▪ Speech rhythm and melody</li> <li>▪ Focus, Content and Structure Words</li> </ul> (Methodology includes Dialogue Practice with native accents of English, Role plays Video clips, Listening comprehension exercises, Mock calls)	

WRITING SKILLS			
NO.	MODULES	KEY TOPICS COVERED	DURATION
1.	<b>Effective Technical /Report Writing</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>▪ Gather, interpret, and document information logically and efficiently</li> <li>▪ Design usable, clear, persuasive, accessible documents</li> <li>▪ Organize information using reader-based principles</li> <li>▪ Develop effective, clear and error free writing style</li> </ul>	<ul style="list-style-type: none"> <li>▪ Learn and practice writing clearly</li> <li>▪ Learn and practice how to organize and prioritize the matter in order of importance</li> <li>▪ Practice using a reporting tone rather than an informal tone</li> <li>▪ Understand the importance of brief, concise and precise documentation</li> </ul>	
2.	<b>Email Writing &amp; Etiquette</b> <b>Objective:</b> <ul style="list-style-type: none"> <li>▪ <b>Understand, learn and practice how to communicate professionally through the e-mail</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Learn and practice how to state the objective clearly</li> <li>▪ Learn to organize and prioritize the matter in order of importance</li> <li>▪ Learning to keep the context clear and manage the message thread</li> <li>▪ Practice using a personal and conversational tone rather than an overly formal tone</li> <li>▪ Understand the importance of answering swiftly and to learn to send brief, concise and precise e-mails</li> <li>▪ Identify the importance of the subject line and develop, learn and practice techniques to create an attractive subject line</li> </ul>	