

METHODOLOGY:
This program utilise a variety of training techniques such as coaching, knowledge and experience sharing by the trainers and experiential learning approach.

USING ENGLISH CONFIDENTLY AT THE WORK

PROGRAM HIGHLIGHT

The programme will focus on interpersonal interaction and practical aspects of the English language by utilising experiential learning rather than solely focusing on grammar. This will allow employers and employees to improve workplace communication both vertically and horizontally and provide participants with the confidence they need to communicate their ideas and thoughts more effectively to others, leading to increased operational output and a much more productive working environment.

■ OBJECTIVES

- To overcome fear of communicating in English
- To empower oneself to communicate with poise and composure
- To improve productivity and efficiency
- Expected outcomes - Participants shall be able to communicate in a concise manner, improve productivity and reduce miscommunication in the workplace.

■ OUTLINE

- The importance of English
- Speak with confidence
- English for workplace purpose
- Handling situations using English
- Communicating in English with colleagues, subordinates and superiors
- Communicating in English with clients
- Minimising miscommunication in the workplace

OVERVIEW

Communication is one of the most important factors behind an efficient and effective workplace. A survey by The Economist Intelligence Unit (2018) states that poor communication leads to failure in completing a project (44%), low morale (31%) and missed performance goal (25%). Poor communication between employers and their employees, and even between employees themselves can lead to decreased productivity, low workplace morale, poor customer service, and high employee turnover. These issues can be mitigated simply by improving communication in the workplace. The aim of this programme is to provide participants with a platform to enhance their interpersonal communication skills utilising the English language. This will be achieved by focusing on three key aspects of effective workplace communication: confidence, etiquette and conciseness.

Who Should Attend This Training?

- Executives
- Administrative staff
- Those who intend to enhance their English communication skills

REGISTRATION

www.sirimsts.my



(03) 5544 6312
(03) 5544 6363



sakinah@sirim.my
masayu@sirim.my

FEES

RM850/ PAX

**excluding 6% SST*

(Discount: 3 or 4 pax - 5% /
5 pax and above - 10%)

MANAGEMENT AND SOFT SKILLS TRAINING USING ENGLISH CONFIDENTLY AT THE WORK

2 April 2020
 11 August 2020
 6 October 2020
 Shah Alam, Selangor

REGISTRATION FORM

Contact Person			
Company Name			
Company Registration No.			
Address			
E-mail			
Contact No.	HP:	Office:	Fax:

Please tick for organisation type:

Local company	Individual	SME	MNC
Organisation/ Association	Company registered under state agency	Government	Others (organisation / societies / international)
GLC	Foreign company	Koperasi	Professional & technical services

Please tick to indicate the nature of your business :

Aerospace	Agricultural	Automotive	Building/Construction	Chemical	Communication
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Medical Devices	Nuclear Fuel Industry	Oil and Gas	Plastics and Rubber Products	Pharmaceuticals	Power Plant Industry
Publishing/Broadcast	Research and Development	Shipbuilding	Textile/Clothing	Timber And Wood	Transport
Water Supply Industry	Others (Please specify):				

PARTICIPANT

No.	Name	Position	Email	Mobile No.
1.				
2.				
3.				
4.				
5.				

Signature :

Date :

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Contact us :

(03) 5544 6312 (Sakinah)
sakinah@sirim.my

(03) 5544 6363 (Masayu)
masayu@sirim.my

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