

# EXCELLENT TRADE CONSULTANCY



## COURSE TITLE

### **BASIC OFFICE ENGLISH COMMUNICATION**

#### **COURSE SYNOPSIS**

The most successful professionals in administrative jobs network, speak clearly and write effectively. Thus, this course is tailored for those working at an administrative level who aspires to greater confidence in their communication skills. Emphasis on the use of simple, clear and positive language in addressing day to day business affair and common workplace communication challenges would be the highlight of this training.

#### **COURSE OBJECTIVES**

To emphasize on the use of simple, clear and positive language and communication in addressing day to day business affair and operations in an effective manner.

#### **LEARNING OUTCOMES**

After the program, participants will be able to:

- Outline different formats and conventions in administrative writings.
- Develop staffs' oral communication skills in administrative settings
- Develop effective presentation skills

#### **TARGET AUDIENCE**

Administrative, Clericals, Supervisors and Executives

#### **LEARNING METHODOLOGY**

Online, Virtual, Seminar, Face to Face participation and interaction, case studies and activities.

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## COURSE OUTLINE

### DAY 1

#### LAYING COMMUNICATION FOUNDATIONS

- Importance of Communication Skills
- Facing today's communication challenges
- Improving your non-verbal communication skills
- Understanding how culture affects communication
- Capitalizing on workforce diversity

#### WRITING FOR BUSINESS AUDIENCES

- The writing process for Business Messages
- Analyzing the Purpose for writing and the Audience
- Anticipating the Audience
- Adapting to the task and audience

#### IMPROVING WRITING TECHNIQUES

- Researching & Organizing Data
- Effective sentences
- Emphasis
- Paragraph coherence
- Composing the first draft
- Revising and proof-reading business messages

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## DAY 2

### CORRESPONDING AT WORK

#### I) E-MAIL & MEMORANDUMS

- Format
- Using E-mail safely and effectively
- Developing a writing plan For E-mail messages & Memos

#### II) LETTER

- Format
- Types of Letters
- Writing everyday business letters
- Information and Action Request
- Simple Claim Request
- Information response letter
- Responding to negative messages

### CORRESPONDING AT WORK

#### III) REPORT

- Understanding Report Basics
- Types of Reports
- Format
- Writing a report

### DEVELOPING SPEAKING SKILLS

- Ethics in business communication
- Communicating in person, by telephone and in meetings
- Making Oral Presentation
- Common Language Errors