

## **ENGLISH LANGUAGE**

### **INTRODUCTION**

In order to succeed in today's competitive environment, you have to communicate effectively. One of the quickest ways you can improve your communication skills is by expanding your vocabulary.

Think about how much time you spend sending ideas to others or receiving ideas from others. When you are reading a report, listening to instructions, filling out an application form or speaking about your interest, you are spending time communicating.

Communication activities need skills. When you send a message to others, you want to be sure that the receiver of your message understands exactly what you mean. When you are receiving a message from someone, you want to be sure you understand what that person means.

To be an effective communicator, you need to know the importance of communication skills, both in your personal and career life. You will also need to know how new and evolving technologies can affect your ability as a communicator.

### **OBJECTIVE**

The objectives are similar for the entire program..

- To improve English proficiency in order to create a professional, skilled and high confidence civil servant in communication;
- To boost self-confidence in English communication;
- To expose general and specific terms in both formal and informal communication;
- To enhance a civil servant's image with multilingual skills; and
- To facilitate communication with customers of different races and academic background.

### **AIM OF THE PROGRAM**

The purposes of this programmed are to develop the communication skills in the English Language, to enable them to better dealing with customers and meet the challenges of modern workplace

### **DURATION**

The duration of this program is 3 days, start from 8.00 am to 4.30 pm

### **METHODOLOGY**

Apart from the standard lectures, the training will be enhanced through group discussions and, especially, group practical exercises

### **LANGUAGE MEDIUM**

Medium of language is English

### **CERTIFICATE**

Certificate of attendance will be awarded to participants who attended 80% of the training course

## **TARGET GROUP**

P & P Pelaksana (implementation)

## **COURSE OUTLINE**

### Module 1: Introduction to Effective Communications

- Understanding The Principles
- Purpose & Process of Communication
- Factors Contributing to Effective Communication
- Barriers to Effective Communication

### Module 2: The Qualities of Effective Written Communication

- Accuracy, Clarity, Completeness, Appropriateness and Dynamism
- Using Specific and Precise Language
- Keeping Your Language Concise
- Using Jargon and Slang Judiciously
- Avoiding Loaded Language and Trite Expressions

### Module 3: Mastering English Pronunciation

- Applying Phonetics for Accurate Pronunciation
- The Interference of Mother Tongue in English pronunciation
  - a) The “L & R”
  - b) “V & W”
  - c) “T & TH”
  - d) “S & SH”
- Awareness of Enunciation (pronouncing clearly)

### Module 4: Using Your Voice Effectively

- Appropriate Volume, Rate & Speed of Delivery
- Using the Rising and Falling Tone in Asking & Giving Information Rhythm & Phrasing of Sentences

### Module 5: Practical English in Usage

- Use of Words
- Use of Phrases
- Use of Expressions

### Module 6: Practical English in Speaking

- Small Talk
- Discourse Makers
- Conversation
- Interview

#### Module 7: Applying Standard English

- Using Polite/Diplomatic Language (Use Of Modals – Could, Would Etc)
- Question Construction (Subject-Verb Inversion)
- Constructing Replies To Enquires
- Avoiding Malaysian English And Colloquialism

#### Module 8: Using English at the Workplace

- Meeting and Introducing People
- Giving Instructions and Directions
- Apologizing and Offering Excuses/ Explanations
- Giving and Receiving Compliments
- Accepting and Expressing Criticism
- Expressing Opinions
- Making, Accepting and Rejecting Invitation

#### Module 9: Conversing Effectively with Clients/Customers

- Receiving and Making Calls
- Procedures and Standard Phrases
- How to Take Turns To Speak?
- How to End a Telephone Conversation?
- Managing Telephone Messages
- Dealing Effectively with a Difficult Customer