



Interpersonal Skills and Self Development

English Communication skills

Course Introduction

This training Program is designed to equip participants with the needed English language skills to perform in a variety of business situations. This training program will help participants master English spoken and written communication skills and other extraordinary skills required for the business world today, plus boosting their knowledge and ability to use business English to achieve the required success goals.

Training Methodology

The training program is implemented by combining the participants' academic knowledge and practical practice **(30% theoretical / 70% practical activities)**. This program focuses on exercises, case studies, workshops, and individual and group presentations, among other integrated training methodologies.

A detailed report is submitted to each participant and the training department in your organization on the results of the participant's performance and the return on training.

Target Audience

Those wanting to discover more about how their behaviour, power and influence can achieve improved personal performance.

These include:

- Management Professionals
- Team Leaders - prospective, new or experienced
- Supervisors

Learning Objectives

- Understand and apply English language skills required at the workplace.
- Develop essential business communication skills needed to succeed in business such as making presentations, negotiating, telephoning, participating in meetings, and using English in social situations.
- Develop fluency and confidence in using the language of business.
- Master using the language by focusing on common problem areas.
- Demonstrate best business practices in written communication through writing and responding to e mail correspondence.
- Enhance report writing skill
- Handle customer complaints effectively.
- Master advanced communication skills and techniques such as assertive listening, telephone conversations, handling difficult clients, negotiation, giving and receiving feedbacks.
- Conduct effective presentations and speeches internally and externally

Course Outline

- **01 Day One**

Business-related Vocabulary:

- What is business communication?
- Challenges of business communication.
- “Introduce yourself” and “greeting others” Tips and tricks.
- Provide information about jobs and responsibilities “In English”.
- Read and understand a company profile.
- Give directions and use prepositions of place correctly.
- Exchange numerical information.
- Understand grammatical structures and their use.
- Read and understand more effectively written texts.
- Pronounce all the English sounds properly.

- Express feelings, ideas and opinions more fluently.
- Effectively accept and refuse requests, complain, apologize, give instructions, describe possibilities & personality traits, interpret body language, and report what people say.
- Form reported statements and requests.
- Adequately use and form passive sentences.
- Correctly pronounce linked sounds with /w/ and /y/ and consonant clusters, and properly place stress in two-part words.

• 02 Day Two

Writing for Business:

Internal Correspondences

- Memorandum.
- Progress Reports.
- Feasibility Reports
- SWOT Analysis
- Note Taking.
- Minutes of Meetings.

External Correspondences

- Business Letters
- Cover Letters.
- Sale Letters.
- Inquiry Letters.
- Complaint Letters.
- Emails & Netiquette
- Technical Report.
- Acknowledgment

External Correspondences-Abstracts (Descriptive & Informative)

- Introduction (Subject, Purpose, & scope)
- Writing Techniques
- Types of Graphs
- Conclusion & recommendations
- Resumes & CVs
- Other Writing Considerations

• 03 Day Three

Advanced Communication Skills

- Telephone and Conversation Skills
- Checking & clarifying information
- Handling difficult client/customers
- Listening to different accents, intonation
- Assertive Listening Skills
- Building Rapport
- Giving and Receiving Feedbacks
- Communication Techniques
- Negotiation Skills

Advanced Presentation Skills

- Introducing a topic effectively
- Linking and sequencing ideas
- Presentation tools
- Concluding: Finishing your presentation with Impact
- Responding to questions

Final Activity

- Create a presentation for a topic you want to present to your manager or team.
- Use presentation tools and communication techniques to convey your message
- Other participants will share their feedback on the presentation

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	3950.00 \$	Austria - Vienna
July 8, 2025	July 10, 2025	3 days	3250.00 \$	Qatar - El Doha
Oct. 6, 2025	Oct. 8, 2025	3 days	3250.00 \$	UAE - Dubai

