

ENGLISH for the FRONT OFFICE

Adept communication **gives direction** to effort and **bolsters** cooperation and coordination.

DURATION: 3 DAYS

❖ OBJECTIVES:

This Coaching Workshop is designed to improve English Language skills in a professional and business context. Practical skills are developed through a variety of Role Play/Problem-solving tasks, case studies and business simulations. It will help you **Understand and Improve**:

- 👤 The Role of Communication in total Quality
- 👤 Interpersonal Skills
- 👤 Team Communication and Cohesiveness
- 👤 Decision making and Problem Solving

❖ UPON COMPLETION OF THE WORKSHOP, PARTICIPANTS WILL BE ABLE TO:

- Develop communication skills and improve business skills in English
- Increase confidence and fluency
- Improve vocabulary
- Improve pronunciation and intonation
- Develop strategies for using English effectively in a variety of business contexts (presentations, meetings, negotiations, telephoning)
- Broaden cultural awareness and social English.

Methodology

- ❖ Lectures, Discussions, Role-plays/Activities(Individual and Group).
- ❖ Practical questions and answers sessions, quiz and useful checklists will also complement the workshop.

Turn even the most difficult employee into a top performer!!

"No one can make you inferior without your consent".

- Eleanor Roosevelt