



# Business English

**Company name:**

\_\_\_\_\_  
\_\_\_\_\_

**Level:** \_\_\_\_\_

**Duration:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Location:** \_\_\_\_\_  
\_\_\_\_\_

**Proficiency:** \_\_\_\_\_  
\_\_\_\_\_

**Organisation:** \_\_\_\_\_  
\_\_\_\_\_

**Assessment:**

- Placement test/diagnostic evaluation
- Pre-test
- Post-test

**Post Course:**

- Post training report
- Certificates of attendance

**Course Fees:**

**Executives Training**

24 hours @ RM 5,500 per programme  
30 hours @ RM 6,500 per programme

**Senior Management Training**

24 hours @ RM 7,500 per programme  
30 hours @ RM 9,200 per programme

**No of participants:** 6 – 10 pax

**Registration Fee:** RM 50 per pax

**Note:**

Prices are subject to GST of 6%.  
In case the course is conducted outside TLH facilities, hotel accommodation or transportation fee, etc. will be borne by the client.

**Business English Essentials**

The course gives participants the English they need for their everyday work life. Participants will learn how to communicate effectively and write clearly and concisely. Our instructors will provide case studies, exercises and examples so that participants learn by doing in an interactive environment.

**Business Speaking Essentials**

The course is designed to provide participants with effective business communication skills and strategies. Our instructors will use case study scenarios, role plays, mini presentations and speaking tasks so that participants learn by doing in an interactive environment.

**English for Presentations**

The course gives participants an in-depth understanding of how to prepare, organise and deliver presentations. Small group size allows for extended video analysis of participants' delivery and body language.

**Pronunciation**

The course helps improve pronunciation, tone, rhythm, stress and intonation by raising awareness of specific problem areas for Malaysian speakers of English. Our instructors will use imitation, drilling, minimal pairs, role play and articulatory explanations, as well as exercises in phonetics, intonation patterns and word stress.

**English for Customer Care**

Participants will learn how to provide customer care face-to-face, on the phone and through writing. They will also learn how to deal with problems and complaints in English and operate successfully in call centres. In addition, our instructors will cover key phrases and vocabulary used in customer care, as well as pronunciation.

**English for Meetings**

The course is designed for professionals who need to conduct or attend meetings in English. Through a combination of input, individual exercises and groupwork tasks participants develop the language and skills required for effective meetings at all levels of interaction with colleagues, clients and suppliers.

**Business Writing Essentials**

Participants will learn how to write clearly, concisely and appropriately in the modern business environment. Our instructors will cover rules of successful writing and the writing of emails, letters, memos and reports.

**English for Emails**

The course examines the fundamental skills and language required for writing effective emails and letters according to modern standards. In addition to the mechanics of formal emails and letters, our instructors cover techniques of clear and concise writing, as well as advanced grammar and vocabulary

**Grammar**

The course is designed to deepen the participants' knowledge of grammar with the purpose of ensuring effectiveness in spoken and written communication. Our instructors will provide participants with rules, examples and exercises, as well as meaning and use of the grammatical structures discussed.



**Can't find the workshop you are looking for?**

*We are happy to discuss any customised training solutions you might need.*

**The Language House** (189292-D)

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## BUSINESS ENGLISH ESSENTIALS

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### I. WRITING

- a. Good writing: clear and concise
- b. Effective punctuation
- c. Emails (letters included  )
  - o Layout of emails
  - o Formal emails
  - o Starting off emails
  - o The main part of emails
  - o Finishing emails

### II. SPEAKING

- a. Communication Skills
  - o Effective communication skills and strategies
  - o Appropriateness in communication
- b. Pronunciation
  - o Manner and place of articulation
  - o Word stress
  - o Intonation
  - o Emphasis
  - o Rhythm
  - o Long and short vowels

### III. VOCABULARY

- a. Key business terms
- b. Collocations commonly used in business

### IV. GRAMMAR

- a. Verbs
  - o Tense and aspect
  - o Modal verbs
  - o Phrasal verbs
  - o Reported speech
- b. Conditional and wishes
- c. Sentence structure and coordinating conjunctions
- d. Discourse markers and logical connectors within texts



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### Business Speaking Essentials

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### I. COMMUNICATION SKILLS

- o Effective communication skills and strategies
- o Appropriateness in communication

### II. PRONUNCIATION

- o Manner and place of articulation
- o Word stress
- o Intonation
- o Emphasis
- o Pacing
- o Rhythm
- o Long and short vowels

### III. TELEPHONING

- o How to make cold calls effectively
- o How to confirm, arrange and rearrange appointments
- o How to make and deal with complaints over the telephone

### IV. MEETINGS

- o Running effective meetings
- o Preliminaries
- o Starting a meeting
- o Making a point in meetings
- o Agreeing and disagreeing
- o Reaching agreement
- o Wrapping up a meeting
- o Writing up the minutes

### V. PRESENTATIONS

- o Prepare presentations
- o Deliver presentations
- o Handling the Q&A sessions

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## Pronunciation

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## PRONUNCIATION

### I. VOWELS

- a. Long vowels
- b. Short vowels
- c. Diphthongs
- d. Schwa

### II. CONSONANTS

- a. Voiced consonants
- b. Unvoiced consonants
- c. Consonant clusters
- d. Confusing consonants sounds

### III. RHYTHM

- a. Stress-timing (vs. syllable-timing)
- b. Recognition and production of rhythm

### IV. STRESS & INTONATION

- a. Main functions of stress and intonation
- b. Word stress
- c. Sentence stress
- d. How intonation is used to express different meanings

### V. COMMON PROBLEMS OF MALAYSIAN SPEAKER OF ENGLISH

### VI. SPEAKING NATURALLY

- a. Connected speech
- b. Elision
- c. Linking
- d. Assimilation
- e. Fluency