



# Effective English Language Communication Skills in Workplace

**Session 1: 17, 18 & 19 April 2024**  
**Session 2: 24, 25 & 26 April 2024**

**\*(Limited to 20 pax per session)**

**Time: 9am – 5pm**

**Venue: Classroom 4, UNIMAS City Campus, Jalan  
Tun Ahmad Zaidi Aduce, Sarawak**

**Course Fees: RM 1,500\***

**\*Funded by SBF and Sarawak State Government**

**\*Refundable Registration Fee RM 100 payable to MEF Academy  
Sdn Bhd. Forfeited for failure to attend after confirmation**

**Session 1: 17, 18 & 19 April 2024**

**Registration Link:**

<https://forms.office.com/r/z994HK8drw>



**Session 2: 24, 25 & 26 April 2024**

**Registration Link:**

<https://forms.office.com/r/K5DD370Lkx>



For further inquiries, please call  
or email:

Mr. Lim Chan How

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**Term & conditions** to join the training under SBF Fund:

- I) Prioritise for **Sarawakian** or
- II) anyone who is working in Sarawak **\*(require a letter from employer to confirm the status)** \*We allow max 5pax from same company
- III) From a **private company** and are not from Government servant

# Background

This program is designed to help individuals to enhance their English communication skills in the workplace. Effective use of English is crucial for communicating with internal and external stakeholders and clients as well as facilitating communication within the business. Efficient communication also plays an important role in achieving individual and organizational objectives in the workplace.

The four core important English language skills include speaking and writing as well as listening and reading and how they are successfully applied in workplace communication will determine the outcomes of any interaction that occurs. Mastering these skills could make you a more thoughtful communicator who understands the needs of those around you.

# Objectives

The main objectives of this workshop are:

- (1) Articulate speaking and writing skills as an effective and confident communicator at the workplace.
- (2) To apply effective active listening abilities when communicating with internal and external stakeholders/clients.
- (3) To utilise the practice reading comprehension skills for English Language learners.
- (4) To develop the skill set required to create effective and valuable reports in the workplace

# Who Should Attend

- (1) Junior Executive
- (2) Probationary Employees
- (3) Supervisor
- (4) Clerical & Support Staff



# Course Content

Module	
<b>Module 1: Reading &amp; Listening I</b>	<ul style="list-style-type: none"><li>• <i>Comprehension skills: understanding &amp; interpreting texts/visuals/flyers/brochures/newsletters/websites</i></li></ul>
<b>Module 2: Reading &amp; Listening II</b>	<ul style="list-style-type: none"><li>• Comprehension skills: understanding &amp; interpreting speech/instructions</li></ul>
<b>Module 3: Writing I</b>	<ul style="list-style-type: none"><li>• Workplace correspondence Using English: Memos, Email, Text Messages, and Business Letters</li><li>• Creating Effective Visuals: Tables, Graphs, Charts, and Illustrations</li><li>• Writing Instructions and Procedure Descriptions</li></ul>
<b>Module 4: Speaking I</b>	<ul style="list-style-type: none"><li>• Oral Presentations: Preparation and Delivery</li><li>• Group/Individual Presentation</li></ul>
<b>Module 5: Writing II</b>	<ul style="list-style-type: none"><li>• Short Reports: Page Design, Formats, and Types</li><li>• Long Reports: Format, Collaboration, and Documentation</li><li>• Proposals</li></ul>
<b>Module 6: Speaking II</b>	<ul style="list-style-type: none"><li>• Oral presentation</li><li>• The Keys to Successful Communication in English</li></ul>



## Trainers Profiles

**Dayang Zarinah Awang Bohari** is a qualified TESL (Teaching English as a Second Language) instructor with almost 20 years teaching experience. She graduated with a Masters in Education in TESL, and specialises in the productive skills of speaking and writing. Beginning with young learners in both primary and secondary schools at the start of her profession, she progressed to becoming a lecturer in English at one of Sarawak's established universities. Hence, her experience with language learners has spanned an impressive range of ability and proficiency. At the university, her work had included teaching as well as research in academia. Although no longer attached to any teaching institution, she believes that teaching, and learning, are a lifelong passion that she will continue to be involved in to help others learn and improve their use of English . This is because she firmly advocates that language is an essential tool in communication, and as with all tools we constantly need to sharpen them for efficiency.

