



Consulting and Training | Reach New Heights

Course Name

English Communication skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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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 boost 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.

English Communication skills

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

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Learning Objectives

- ✓ Understand and apply the 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 the language by focusing on common problem areas.
- ✓ Demonstrate best business practices in written communication through writing and responding to email correspondence.
- ✓ Enhance report writing skills
- ✓ Handle customer complaints effectively.
- ✓ Master advanced communication skills and techniques such as assertive listening, telephone conversations, handling difficult clients, negotiation, giving and receiving feedback.
- ✓ Conduct effective presentations and speeches internally and externally

English Communication skills

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.

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Course Outline

✓ 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

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Course Outline

✓ **03 Day Three**

Advanced Communication Skills

- ✓ Telephone and Conversation Skills
- ✓ Checking & clarifying information
- ✓ Handling difficult clients/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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 3, 2027	May 5, 2027	3 days	3950.00 \$	Austria , Vienna
Oct. 18, 2027	Oct. 20, 2027	3 days	3250.00 \$	UAE , Dubai
March 15, 2027	March 17, 2027	3 days	3250.00 \$	UAE , Dubai
July 18, 2027	July 20, 2027	3 days	3250.00 \$	Qatar , Doha

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