

# COMMUNICATIVE ENGLISH AT THE WORKPLACE (3 Phases)

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Communicative English at the Workplace is designed for limited English speakers. It is student-generated which means that as it covers language skills and basic workplace competencies, it is also open-ended and reliant upon student-input. While the instructor guides the participants in the area of language development, the participants are likely to know more about the workplace - the routines, processes, tasks, and challenges than the instructor. As a result, the participants are instrumental in identifying needs, problems and solutions. The instructor's task is to help the students learn what they need to communicate effectively in the workplace. This course is in three phases. Phase 1 assists participants in developing their fluency in communication with a focus on customer service speech events and pronunciation. Phase 2 assists participants in developing suitable language forms and functions which are related to customer service speech events and Phase 3 incorporates the grammatical aspects and social skills.

## **Objectives**

The objectives of this course are to:

- develop course participants' fluency in communication with a focus on customer service speech events
- develop course participants' awareness of suitable language forms and functions related to customer service speech events
- enable course participants to acquire the skills in using suitable language forms and functions related to customer service speech events
- help course participants to develop clear and correct pronunciation

## **Content**

Communicative English at the Workplace  
Phase 1

Topics covered include:

- Telephone skills (1)
- Social/ Communication skills(1)
- Language input: Forms & Functions, Grammar in context

Communicative English at the Workplace  
Phase 2

- Telephone skills (2)
- Social/Communication skills (2)

Communicative English at the Workplace  
Phase 3

- Presentation skills
- Public speaking

## **Duration**

Phase 1 : 3 days (18 hours)

Phase 2 : 5 days (30 hours)

Phase 3 : 5 days (30 hours)

## **Modes of delivery**

The course will be conducted through interactive lectures, workshops, group discussions, role-plays and presentations

## **Participants**

The course is intended for Personal Assistants (PAs) and Customer Service Personnel (CSP)