



Advanced Professional English,  
Mastering Fluency and Email  
Communication for the Workplace

10 - 14 Nov 2024  
Kuala Lumpur (Malaysia)



# Advanced Professional English, Mastering Fluency and Email Communication for the Workplace

**Ref.:** 15676\_320179 **Date:** 10 - 14 Nov 2024 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

In today's globalized workplace, mastering English is essential for effective communication, especially in writing and speaking. This advanced training course is designed to enhance participants' fluency in speaking and improve their email writing skills, ensuring they can communicate confidently and professionally in any business setting.

## Targeted Groups:

This course is aimed at professionals who already have a basic to intermediate proficiency in English and are looking to refine their communication skills. It is ideal for managers, executives, team leaders, and anyone who needs to use English in a business context.

## Course Objectives:

At the end of this course, the participants will be able to:

- Speak English fluently and confidently in professional settings.
- Write clear, concise, and effective business emails.
- Improve overall communication skills for better workplace interactions.
- Enhance understanding and use of business vocabulary and idiomatic expressions.

## Targeted Competencies:

- Advanced fluency in spoken English.
- Proficiency in business email writing.
- Effective communication techniques.
- Enhanced vocabulary and idiomatic usage.

## Course Content:

### Unit 1: Advanced Fluency in Professional Speaking:

- Interactive Speaking Sessions Role-playing, discussions, and presentations to build confidence.
- Pronunciation and Accent Reduction Techniques for clear and understandable speech.
- Listening Skills Enhancement Active listening exercises and comprehension strategies.
- Impromptu Speaking Exercises to think and speak spontaneously.
- Formal and Informal Communication: Understanding the nuances and appropriateness.

## **Unit 2: Mastering Business Email Writing:**

- Email Structure and Formatting Key components of professional emails.
- Tone and Style: Setting the right tone for different types of business emails.
- Common Email Types Writing effective meeting requests, follow-ups, and complaint responses.
- Proofreading and Editing Techniques for error-free emails.
- Email Etiquette: Best practices for professional communication.

## **Unit 3: Effective Business Communication Techniques:**

- Persuasive Communication Techniques to influence and persuade in writing and speaking.
- Negotiation Skills Strategies for successful negotiations and conflict resolution.
- Presentation Skills Crafting and delivering impactful presentations.
- Networking Skills Building and maintaining professional relationships.
- Cross-Cultural Communication Adapting communication styles for global interactions.

## **Unit 4: Enhancing Business Vocabulary and Idiomatic Usage:**

- Business Terminology Key terms and phrases commonly used in business contexts.
- Idiomatic Expressions: Using idioms to sound more natural and fluent.
- Contextual Vocabulary Learning and using vocabulary in the right context.
- Industry-Specific Language Tailoring vocabulary to specific industries.
- Collocations and Phrasal Verbs: Common combinations and their usage.

## **Unit 5: Practical Application and Continuous Improvement:**

- Real-World Scenarios: Applying skills in realistic business situations.
- Peer Feedback Collaborative review sessions for continuous improvement.
- Self-Assessment Tools Techniques for ongoing self-evaluation and growth.
- Resource Utilization Leveraging online resources and tools for practice.
- Action Plan Develop a personal action plan for continued language improvement.



**Registration form on the :  
Advanced Professional English, Mastering Fluency and Email Communication for the  
Workplace**

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Complete & Mail or fax to Mercury Training Center at the address given below

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