

# SPEAK ENGLISH WITH CONFIDENCE

How to improve your confidence and effectiveness by expressing yourself clearly



WITH MARIANNA PASCAL

THE AUTHOR OF BEST-SELLING ENGLISH FAST AND EASY BOOKS



## OVERVIEW

This workshop is designed for staff who experience these communication problems:

- ✚ Anxiety when communicating to superiors in English
- ✚ Difficulties explaining complex ideas such as processes, reasons for delays and company policies
- ✚ Fear leading a discussion
- ✚ Confusion organizing ideas logically
- ✚ Panic answering difficult impromptu questions
- ✚ Lack of basic Grammar
- ✚ Inability to craft clear, concise E-mails
- ✚ Reluctance to ask for and give clarification

Most staff feels that their problem is poor English. This is rarely the root problem. The problem of poor communication is often the inability to organize information clearly, concisely and logically before speaking or writing.

Weak English speakers can communicate effectively if they take a listener/reader-centred approach to communication. This means organizing information logically, delivering it in simple, clear parts and ensuring clarification along the way.

## AIM OF WORKSHOP

This workshop provides staff with the oral and written skills they need to:

- ✚ Convey their message effectively
- ✚ Ensure full understanding as both the giver and receiver of information

## WHO SHOULD ATTEND

- ✚ Executives
- ✚ Supervisors
- ✚ Management
- ✚ Officers
- ✚ Clerks
- ✚ Admin staff
- ✚ Customer Service Representative

## THE OBJECTIVES

- ✚ Explain complex ideas effectively
- ✚ Get and give clarification to ensure full understanding
- ✚ Lead a discussion assertively
- ✚ Answer difficult questions clearly
- ✚ Use a basic Grammar correctly
- ✚ Write clear, well-crafted E-mails
- ✚ Use a reader-friendly layout in all writing
- ✚ Organize information effectively in presentations
- ✚ Present with clarity and brevity

## WORKSHOP METHODOLOGY

- ✚ Group pair and activities
- ✚ Role-plays
- ✚ Interactive oral & written make this hands-on workshop lively and relevant

## TRAINER'S PROFILE – MARIANNA PASCAL



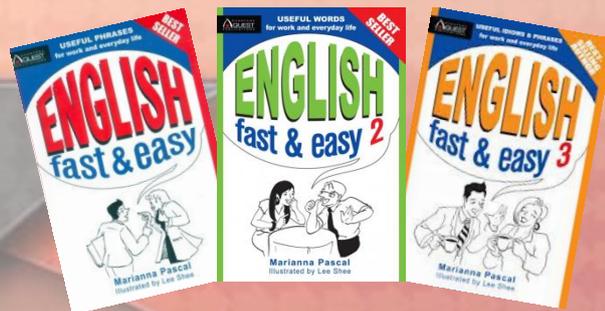
Marianna Pascal helps non-native English speakers, corporate staff and students to communicate effectively in English. Her workshops, talks and books use stories and pictures to get fast and lasting results. She has trained students and corporate clients in groups ranging from two (2) to four hundreds (400) participants.

She began her career in Canada as a professional actress where she had leading roles in television and stage productions such as "Alfred Hitchcock Presents" and "The Twilight Zone". Married to a Malaysian Chinese and living in Malaysia since 1995, Marianna special ability is in raising the confidence of Asian speaker's of English, enabling them to make a better impression, garner more respect and attract greater success.

She conducts training in areas such as Presentation Skills, Business Grammar, Grammar for Students, Teacher Training and Workplace Communications. As a winner of two Toastmaster district-Level public speaking championships, Marianna is a highly regarded presentation skills trainer. Marianna's workshops achieve long-lasting results because she uses pictures and story to make concepts interesting and easy to understand, remember and implement.

Her corporate clients include:

- ✚ Weststar Aviation Services Sdn Bhd
- ✚ Toshiba
- ✚ Iskandar
- ✚ IYF Dallas Texas
- ✚ Pilot Pen Malaysia
- ✚ Asiatic Indahpura
- ✚ Digital Valley
- ✚ University of Malaya
- ✚ Sunway College



Besides that, she is the Author of four (4) best-selling English Fast and Easy books; English Fast & Easy 1, English Fast & Easy 2, English Fast & Easy 3 and Say It Better in English. Over 50,000 copies of her books have been sold. In her spare time, she and her husband run a charity project that promotes reading habits. To date, they have donated over 15,000 storybooks to palm oil plantation communities and other low-income areas in East & West Malaysia.

## WORKSHOP HIGHLIGHTS

### DAY 1

Module 1: Grammar Part 1  
Module 2: Grammar Part 2  
Module 3: Meetings  
Module 4: E-mail Writing

### DAY 2

Module 5: Answering Difficult Questions  
Module 6: Explaining Complex Ideas  
Module 7: Presentations 1 (Steve Jobs' no fail presentation outline)  
Module 8: Presentations 2

If you have any enquiries, please contact  
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