

SPEAK AND WRITE CONFIDENTLY WITH BETTER ENGLISH



**HRDF
Claimable**

OVERVIEW

In today's competitive business world, the primary differentiation between one company and another is service. Participants who attend this workshop will be coached to become use better customer service language (in English) and will also be able to appreciate the importance of good writing skills. These skills, once mastered, is an effective tool that helps organizations increase the quality of customer service and creates solid professional relationships.

OBJECTIVES

Upon accomplishing the program, participants would be able to:

- Gather an understanding of basic communication skills in English and that it is of paramount importance
- Continuously strive to improve and perfect their vocal intentions to sound positive,convincing and professional Enhance their verbal and non-verbal communication skills
- Choose positive words
- Eliminate the usage of negative phrases and filler sounds
- Improve at basic grammar Conquer the fear of constructing a flawless sentence in English
- Design their own scripts which promote high levels of ownership Understand the elements involved in a face to face communication

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