

SPEAK AND WRITE CONFIDENTLY WITH BETTER ENGLISH

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

GATHER AN UNDERSTANDING OF BASIC COMMUNICATION SKILLS IN ENGLISH AND THAT IT IS OF PARAMOUNT IMPORTANCE

ELIMINATE THE USAGE OF NEGATIVE PHRASES AND FILLER SOUNDS

IMPROVE AT BASIC GRAMMAR
CONQUER THE FEAR OF
CONSTRUCTING A FLAWLESS
SENTENCE IN
ENGLISH

CHOOSE POSITIVE WORDS

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