

COMMUNICATIVE ENGLISH AT THE WORKPLACE FOR EDUCATION SERVICE OFFICERS

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.

Objectives

The objectives of this course are to:

- develop course participants' fluency in communication with a focus on chairing or attending meetings and negotiating meanings
- develop course participants' competency in writing formal letters/ reports
- develop course participants' proficiency in conducting interviews

Content

Communicative English at the Workplace (Officers)

Topics covered include:

- How to conduct meetings
- How to negotiate meanings
- Writing formal letters/reports
- Presentation skills/Communication skills
- How to conduct interviews

Duration

3 days

Modes of delivery

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

Participants

The course is intended for officers from Malaysian Examinations Syndicate and Teacher Education Division