

# COMMUNICATIVE ENGLISH AT THE WORKPLACE FOR USHERS

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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 "Greetings", "Introductions", "How to start a conversation", "Agreeing and Disagreeing"
- develop course participants' awareness of suitable language forms and functions related to customer service speech events especially on facts and cultures of the various races in Malaysia

## ***Content***

Communicative English at the Workplace (Ushers)

Topics covered include:

- Social/ Communication skills(1) (Greetings, Making introductions, Starting a conversation, Agreeing and Disagreeing)
- Language input: Forms & Functions, Grammar in context

## ***Duration***

1 day (6 hours)

## ***Modes of delivery***

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

## ***Participants***

The course is intended for ushers