

Spoken English (Corporate Training) Course Content

1. Business English Foundations
2. Workplace Conversations (Hands on)
3. Email and Business Writing (Hands on)
4. Telephone and Virtual Meetings (Hands on)
5. Presentations and Client Communication (Hands on)
6. Negotiation and Persuasion
7. Soft Skills for Communication
8. Neutral Accent and Cross-Cultural Communication
9. Interviews, Appraisals and Career Conversations (Hands on)
10. Role Plays and Practice Sessions (Hands on)
11. Assessment and Certification

Business English Foundations

- Professional Vocabulary, Tone and Common Workplace Phrases
- Grammar Essentials for Business Communication
- Formal versus Informal Language at Work

Workplace Conversations (Hands on)

- Meetings, Daily Stand-Ups and Status Updates
- Asking, Clarifying and Confirming Information
- Small Talk and Building Rapport with Colleagues

Email and Business Writing (Hands on)

- Clear, Polite and Professional Emails
- Writing Reports, Minutes and Short Proposals
- Business Etiquette and Digital Communication

Telephone and Virtual Meetings (Hands on)

- Professional Phone Calls and Voice Etiquette
- Zoom, Teams and Google Meet Communication
- Handling Interruptions and Technical Problems

Presentations and Client Communication (Hands on)

- Planning and Delivering Business Presentations
- Client Calls, Demos and Handling Questions
- Explaining Technical Topics in Simple Language

Negotiation and Persuasion

- Negotiation Phrases and Strategies
- Handling Objections and Difficult Conversations
- Winning Agreement and Closing Discussions

Soft Skills for Communication

- Active Listening and Asking Good Questions
- Giving and Receiving Feedback
- Conflict Handling and Teamwork Language

Neutral Accent and Cross-Cultural Communication

- Clear Pronunciation and Neutral Accent Practice
- Working with Global Teams and Different Cultures
- Avoiding Misunderstandings in International Business

Interviews, Appraisals and Career Conversations (Hands on)

- Interview Answers and Self Presentation
- Performance Review and Appraisal Discussions
- Networking and Career Growth Conversations

Role Plays and Practice Sessions (Hands on)

- Real Workplace Scenarios: Customer, Manager, Team and Vendor
- Group Activities and Peer Feedback

Assessment and Certification

- Speaking, Writing and Listening Evaluation
- Individual Feedback and Improvement Plan