



# Workplace English Communication Skills Training Course

14 – 18 June 2027  
Kuala Lumpur

## Workplace English Communication Skills Training Course

**Ref:** 720\_154930 **Date:** 14 – 18 June 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

### Overview

Workplace English Communication Skills Training Course is a five-day professional course for people who use English as an additional language and leave with a Workplace English Communication Toolkit. Participants practice intelligible speaking, focused listening, clarification, meeting language, telephone and video calls, concise emails, professional vocabulary, and short presentations. The course addresses misunderstandings caused by unclear language and weak interaction routines through task-based practice. Agile Leaders Training Center treats workplace English communication as practical job performance.

### Who Should Attend

- Teams responsible for communicating with international colleagues and clients
- Teams responsible for participating in English-language meetings and calls
- Teams responsible for writing routine workplace emails and updates
- Teams responsible for explaining work, requesting clarification, and confirming actions
- Teams responsible for delivering short workplace briefings and presentations

The course assumes participants can use basic English for routine work and leaves out general grammar study, test preparation, specialist translation, and contract negotiation language.

### Departments and Industries

The course supports departments and industries where English is used for routine coordination, service, and professional communication.

- Administration, customer service, sales support, and operations teams
- Project, technical, human resources, and finance functions
- Technology, professional services, and financial-service organizations
- Healthcare, education, hospitality, and transportation services
- Manufacturing, logistics, retail, and utility operations

### Learning Objectives

By the end of this course, participants will be able to:



- Analyze workplace situations and select suitable English expressions
- Apply listening, clarification, and confirmation techniques
- Use meeting language for contributions, questions, and actions
- Build concise emails, call notes, and workplace updates
- Apply pronunciation and pacing choices for intelligibility
- Deliver short presentations and handle follow-up questions

## **Course Agenda**

### **Day 1: Clear Workplace English**

- Workplace Situation and Language-Purpose Map
- Professional Vocabulary Selection Grid
- Plain-English Sentence Pattern Guide
- Pronunciation-for-Intelligibility Checklist
- Message Meaning Confirmation Loop

### **Day 2: Listening and Workplace Conversations**

- Focused Listening Note Frame
- Clarification Question Ladder
- Paraphrase and Confirmation Sequence
- Turn-Taking and Interruption Phrase Bank
- Workplace Conversation Closing Checklist

### **Day 3: Meetings, Telephone, and Video Calls**

- Meeting Contribution Phrase Map
- Agenda Point Discussion Structure
- Telephone Opening and Routing Script
- Video-Call Repair and Reconnection Language
- Decision and Action Confirmation Record

### **Day 4: Emails and Short Presentations**

- Purpose-First Email Structure
- Request, Update, and Follow-Up Phrase Set
- Email Tone and Concision Checklist
- Short Presentation Signposting Plan
- Audience Question Response Pattern



## **Day 5: Workplace English Practice**

- Exercise: Clarify and Confirm a Work Request
- Exercise: Contribute to a Team Meeting
- Exercise: Handle a Customer Call and Record Actions
- Exercise: Write an Email and Deliver a Briefing
- Capstone: Workplace English Communication Toolkit

## **Practical Exercises**

The course uses cases from technology, healthcare, hospitality, and logistics to practice workplace English communication.

- Suggested activity: reformulate unclear workplace messages using plain sentence patterns and professional vocabulary.
- Suggested activity: run a meeting exchange that uses clarification, turn-taking, confirmation, and action language.
- Suggested activity: conduct a telephone or video-call scenario and record agreed actions.
- Suggested activity: write a concise email and deliver a short spoken update on the same issue.

## **FAQs**

### **Who suits workplace English communication skills training, and what does it assume?**

Professionals who use English for routine conversations, meetings, calls, emails, and briefings suit the training; it assumes basic working English.

### **How does workplace English communication differ from a general communication course?**

Workplace English communication develops language choices, vocabulary, listening, clarification, writing, and speaking for job tasks, while a general communication course focuses on interpersonal behavior across languages.

### **How can professionals clarify meaning in workplace English?**

Professionals can ask focused questions, paraphrase the message, confirm key details, restate the agreed action, and check names or technical terms before closing the exchange.

### **What makes workplace English emails clear?**

Clear workplace English emails state their purpose early, organize facts logically, use direct requests, identify the required action, and close with a specific next step.



## Conclusion

Participants take back a Workplace English Communication Toolkit containing phrase maps, listening frames, clarification routines, meeting structures, call guides, email checks, and presentation plans. The toolkit changes language knowledge into repeatable workplace tasks. It helps participants communicate meaning, confirm action, and reduce avoidable misunderstandings across spoken and written channels.