



## PROFESSIONAL BUSINESS ENGLISH COURSES FOR THE WORKPLACE

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Our Business English courses range from Business English for Beginners to Advanced. We deliver first-class English training courses to meet your Business English needs.

Here are some highlights of our upcoming programmes at our centres from July to September 2009

### **Business E-mail Writing Training Workshops**

We help individuals communicate **EFFECTIVELY, EFFICIENTLY PERSUASIVELY AND CONCISELY** by producing professional e-mails!

Our **E-mail Writing Skills Programme** includes the following:

- Organising emails- effective layout
- Using bullet points effectively
- Creating "reader-friendly" e-mails
- Choosing the correct pattern of development
- Using effective vocabulary and phrases
- Using the correct tone and style
- Producing professional e-mail

Our writing workshops help individuals overcome challenges and help employees take charge of their performance, careers, and organizational contribution by becoming better communicators. With ITS Corporate Training, you'll be on the road to your own personal success and achieving your goals.

# ***Effective Business Presentations***

This programme is highly suitable for anyone who has to give presentations at work, including: Sales, Marketing Staff, Consultants, Supervisors and Managers

Our presentation workshop is designed to improve the confidence and skills one needs to present in front of an audience or give a public speech. Presentations that convey your message instantly and compel people to act on what you say are the most powerful.

**Tell people what you are going to say;  
tell people what you want to say; tell people what you said!**

This programme is designed to instill confidence and improve your presentation skills.

- Manage your fears and anxieties
- Train yourself to be **confident**
- Deliver **effective** and **impressive** and **powerful** presentations
- Ensure you **execute** your **key messages**
- Deliver **professionally** with impact
- Enhance your **speaking skills**
- Build a strong **rapport** with your audience
- Learn new '**presentation language**'

## 2009 IN-HOUSE TRAINING PROGRAMMES

- ***Communication Skills Training***
- ***Business Writing Training***
- ***Cross-Cultural Communication Skills Training***
- ***Negotiation Skills Training***
- ***Proofreading and Editing Training***
- ***Customer Service Training***
- ***Professional Telephone Customer Service Training***
- ***Customer Service for the Hospitality Industry***
- ***Customer Service Desk Training***
- ***Receptionist and Front Desk Staff Training***

*Our courses are very interactive, because we believe that the best way to learn something is by actually doing it.*

### ***To book:***

Call 852-2119-3027 or 2116-3916

Email: [info@tuition.com.hk](mailto:info@tuition.com.hk)