



UPCOMING PUBLIC COURSES

Fire up your future – freshen up your Business Communication Skills!

Maximise your potential with ITS Corporate Training

Our Business English courses range from Business English for Beginners to Advanced. ITS and our best-in-class in-house team of Business English trainers will design and deliver a programme that meet your unique Business English course needs.

Here are some highlights of our upcoming programmes in March and April 2010

Business Writing Training Workshops

We help individuals communicate without conflict and influence the perceptions of others in virtually all business and personal interactions. In any case, developing skills for communicating effectively, persuasively, and concisely is what our Writing Workshops are all about.

These questions identify some of the most common written communication challenges employees face. If you answer 'Yes' to any of these questions, our training is for you!

- Are emails not being read or email instructions not being followed?
- Is letter writing creating problems due to poor grammar?
- Is written communication not being proof read effectively?
- Do you have difficulty writing technical information for non-technical readers?
- Do you get writer's block?
- Are your letters and reports too wordy?

Our writing workshops help individuals overcome these challenges and more. Our training helps 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.

**Date: March 9, 23
April 10, 17**

Fee: \$3,500 per participant

Effective Business Presentations

Presentation Skills Training

This workshop is highly suitable for anyone who has to give presentations at work, including:

Sales, Marketing Staff, Consultants, Supervisors and Managers

These questions identify some of the most common challenges people face when giving a presentation.

If you answer 'Yes' to any of these questions, our effective presentation skills workshop is for you!

- **Do you want to know how to structure a presentation, so that it catches and keeps people's attention?**
- **How can you ensure that your audience are interested in your presentation?**
- **Do you know why some people are influenced while others are not?**
- **How should you handle awkward questions from your audience?**
- **What are the main components of an effective presentation?**

All you ever needed to know about how to structure and give a presentation, but were afraid to ask.

Our presentation workshop is designed to improve the confidence and skills of you and your staff to ensure that their future presentations are effective, informative and entertaining. Presentations that convey your message and compel people to act on what they heard are the most powerful.

Objectives:

This one day course is designed to instill confidence and improve your presentation skills.

By attending this training, participants will learn:

- How to use their nervousness of public speaking, to their advantage.
- The importance verbal and non-verbal communication.
- How to give an informative, compelling and entertaining presentation.
- How to ensure that the audience remember and act on what the speaker says.
- Hundreds of tips on how to make their presentations successful.

Date: March 29, 31

Fee: \$3,500 per participant

EFFECTIVE COMMUNICATION SKILLS WORKSHOP

1 day Comprehensive In-house)

Verbal communication skills are essential in today's business environment both formally and informally. This intensive workshop will dramatically improve your oral communication skills, enabling you to get your message across clearly.

Workshop Topics

- *Characterisation of Communication*
- *Inter-personal Communication*
- *Communication Breakdown*
- *Workplace Communication*
- *Face –to- face Communication*
- *Tele-Communication*
- *Body Language and Gestures & Postures*
- *Importance of active Listening*
- *Reporting information effectively*
- *Barriers to effective listening*

- *Please call us for details*