

# Effective Business Writing & Communication Programmes for the Workplace

**Enriching communication skills for better competency at work!**

## Objectives

Our courses are designed to provide participants with an opportunity to practice and improve their 4 skills; speaking, reading, listening and writing.

## Business Writing Training and Workshops

We help individuals communicate without problems both internally and externally. We examine how to build a rapport with clients and how to sustain a healthy working environment with colleagues. Developing skills for communicating effectively, persuasively, and concisely is what we drill into our writing programmes.

**These areas identify some of the most common written communication challenges employees face.**

- E-mails are not being read or email instructions not being followed
- Letter writing creates problems due to poor grammar
- Written communication is not being proof read effectively
- Ideas and opinions are not expressed clearly
- Letters and reports are too wordy

We help individuals overcome these challenges and more. Our training helps employees take charge of their performance, careers, and organisational contribution by becoming better communicators. We tailor each course to your specific learning objectives.

## Training Benefits

- Fine-tune your writing to increase readability and your credibility
- Reduce response time to your e-mail and letters by over 50%
- Find ways to jump-start your writing and overcome procrastination
- Write more clear, concisely, and eliminate writing errors
- Get hands-on experience in writing effective e-mails, letters or reports



## EFFECTIVE BUSINESS PRESENTATIONS PROGRAMME

Our Effective Presentation Programme 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 motivate people to act on what you say are the most powerful.

This programme is designed to increase 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**’

### Trainers

Our trainers have taught English as a second language and business skills to hundreds of international professionals over the past 15-years. Our trainers are extremely attuned to the needs of both sides for business as well as social interaction and communication.

### THE COURSE

This course takes you through every step of planning and delivering a presentation in English. It is flexible but challenging and is a course specifically for non native speakers of English who have already attained a good level in English but who need to work on perfecting their ability to give a good presentation and handle corresponding questions with confidence and precision.

*INTENSIVE  
PROGRAMMES for  
Determined Professionals*

**The content of each course is tailor-made following a needs analysis and the syllabus is negotiated with the trainer.**

**Your course includes**

**Placement test and needs analysis  
Study materials and reading notes  
Class notes  
On Line Tutorial**

Our Crash and Executive programmes (15 –hours) are intensive and highly effective for business professionals who need to make rapid progress in English.

These programmes give participants the opportunity to immerse themselves totally in the language, practising speaking and listening skills over long periods, building up sound communicative competence.

Before a course begins a detailed analysis of language competence is carried out, followed by an assessment by one of our Academic Managers.

This helps determine general aptitude, language learning needs and a precise level of English.

A course programme is then agreed with the client, taking into consideration the specific needs associated with the client's own line of work.



## ***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)***

