

Speaking Business English

“We now speak with only simple and direct English. It’s easy and it works.”

Ronnie Hui, Project Leader [IT systems]

“I am much more confident in speaking English, especially to foreigners. The programme is really useful and fun.”

Corey Ho, General Sales Manager, Consumables - Heidelberg Hong Kong Ltd

“Our English speaking customers are no longer showing us puzzled faces when they talk to us. We are simply selling more these days.”

Clara Lee, Customer Relationship Manager [industrial products]

Aim

Good English speaking skills are essential for effective workplace communication. Many people find it difficult to come up with the right words, structure relevant content, use the correct tone and respond instantly. We will help you boost your speaking skills and build your confidence with role plays simulating workplace situations.

Results

1. To structure ideas for easy understanding
2. To speak with simple and appropriate words
3. To use the correct tone
4. To refuse requests politely
5. To speak English confidently
6. To handle face-to-face and telephone conversations effectively

Content

Essential Module (Regular module: 2.5-hour x 3 sessions or Fast-track module: 7-hour x 1 day)

1. Greetings and introductions
2. Making the most of simple words and expressions 1 of 2
3. Interrupting and preventing interruptions
4. Speaking in a more businesslike manner
5. Asking for and giving clarifications
6. Making complaints
7. Giving opinions of different degrees
8. Agreeing and disagreeing
9. Small talk 1 of 2
10. Role-playing of business scenarios 1 of 3

Advanced Module* (Regular module: 2.5-hour x 3 sessions or Fast-track module: 7-hour x 1 day)

1. Making the most of simple words and expressions 2 of 2
2. Showing empathy
3. Handling complaints
4. The power of hesitations and pauses
5. Understanding and using idioms 1 or 2
6. Small talk 2 of 2
7. Networking
8. Business negotiation: quality, delivery, price and term
9. Role-playing of business scenarios 2 of 3
10. The elevator pitch: the essence and power 1 of 2

* Participants are strongly advised to take the Essential Module before proceeding to the Advanced Module.

Professional Module** (Regular module: 2.5-hour x 3 sessions or Fast-track module: 7-hour x 1 day)

1. Presenting an argument
2. Saying “no” politely
3. Role-playing of business scenarios 3 of 3
4. Dealing with conflicts
5. Learning to compromise
6. Business discussions 1 of 2: politics and economics
7. The elevator pitch: the essence and power 2 of 2
8. Understanding and using idioms 2 or 2
9. Speaking your mind; not reading your script
10. Business discussions 2 of 2: society and technology

** Participants are strongly advised to take the Advanced Module before proceeding to the Professional Module.

Reference Customers (in-house and public programmes)

1. Hong Kong Tourism Board
2. The Hong Kong and China Gas
3. Hong Kong Broadband Network
4. The Hong Kong Polytechnic University
5. Heraeus Ltd.

Trainer:	Ray Lee (refer to Trainer Profile)			Medium of Instruction: English and Cantonese
Modules (levels):	<input checked="" type="checkbox"/> Essential	<input checked="" type="checkbox"/> Advances	<input checked="" type="checkbox"/> Professional	
Study mode:	<input checked="" type="checkbox"/> Regular	<input checked="" type="checkbox"/> Fast-track		
Cost / module:	Essential HK\$1,250	Advanced HK\$1,350	Professional HK\$1,450	Sunday/Holiday Surcharge HK\$100 per module
Discount per Registration*:	2 modules HK\$100 / module	3 modules or above HK\$150 / module		*applies to the same or different participant(s)