



理工－貝爾英語中心
MPI-Bell Centre of English



**English Communication
For The Workplace**
澳門職場交際英語

Introduction

'English Communication for the Workplace' is for people who need English in their work and who want to be better at working in English. It is for any business or industry, for any position or job, and for both newly qualified and highly experienced staff. The two courses can be taken one after the other as a complete workplace communication course, or each level can be taken on its own.

Background

It is hard to find a job now that does *not* have some contact in English or with English speakers. Being able to use English effectively is an important skill in the workplace. This could be anything from reading a newspaper article about a company, to answering a phone call, to having to give a presentation in English. More and more people in Macao are learning English because of their work; more and more people working in Macao are realising that they can't continue doing their job well without English.

English Communication for the Workplace is available at two levels:

'Essentials' is a lower level course for people who come into contact with customers and clients with whom they need to communicate in English. They need to understand English when it is spoken and written, and they need to be understood when they speak or write English. Essential communication skills will include face-to-face conversations and interviews, key language for telephoning, writing emails and attending meetings in English.

'Professional' is a higher level course for managers and experienced staff who work in English regularly, and who need to present themselves and their company professionally in English. Communication skills will include participating in meetings and discussions, working with English-speaking staff, dealing with difficult situations, making decisions, negotiating effectively, and writing a range of business English documents.

The courses are not job-specific, are not limited to any one company or business, and are not for any particular industry or market. Instead, the focus is on communication in work, and the language to deal with the situations in the workplace or in a job that need English. At each level, students will work at developing fluency, confidence and effectiveness in all four skills: speaking, listening, reading and writing. These language skills are not only transferable across jobs and across companies, but are also for life outside work, such as travelling, socialising, internet contacts and making friends.

Course Duration: 50 hours. Lessons will take place twice a week, starting at 7pm, with each class lasting for 2 hours. Other times can be arranged for your company; just contact us.

Your Trainer: Your trainer for this course will be a highly experienced native English speaker. Throughout the course you will perform realistic tasks. You will receive feedback on your strengths and weaknesses, and guidance as to how to communicate more effectively in English.