

# SPEAK & WRITE

YOUR WAY FOR BUSINESS  
COMMUNICATION



RM 2,600



10-11 November 2025 | 9 AM - 5 PM

Malaysia HR Forum Academy,  
MENARA PKNS PETALING JAYA



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## MODULE OVERVIEW

### Introduction

The communication realm of the English Language encompasses written and spoken. As the English Language maybe our second or even our third language, we may find it quirky and to some extent even weird. Definitely, pronunciation causes some difficulty and the syntax is quite different from our own.

## LEARNING OBJECTIVES

- Introduce the fundamentals of effective business communication.
- Strengthen confidence and clarity in professional speaking.
- Refine professional writing skills for accuracy and impact.
- Cultivate active listening and positive response strategies.
- Integrate speaking and writing skills for workplace effectiveness.

## LEARNING OUTCOMES

- Demonstrate confidence in both formal and informal business speaking.
- Apply clear, concise, and professional writing techniques.
- Use active listening and questioning to enhance understanding.
- Employ persuasive and positive communication strategies.
- Integrate speaking and writing skills effectively in real workplace situations.

## TARGETED PARTICIPANTS

This course is suitable for everyone at all levels and job roles.

## METHOD OF TRAINING

- Content-based materials lecture.
- Audio/visual aids.
- Practical activities
- Discussion.
- Role-plays and presentations.
- Featuring simulated meetings.
- Negotiations and case-studies.



## CONTENTS DAY 1 | 9 AM - 5 PM

### Module 1: Communicate to Succeed

- Importance of communication in business
- Active listening skills
- Learning sentences, not only word

### Module 2: Speak with Confidence

- Overcoming nervousness and fear
- Structuring your spoken message
- Aligning verbal and non-verbal communication

### Module 3: Improve Your Business Voice

- Identifying your vocal potential
- What to listen for when you listen to yourself on recording
- Reviewing your previous vocal experience

### Module 4: Listen and Respond

- Active listening techniques
- Asking questions for clarity
- Summarising and paraphrasing effectively





## **CONTENTS DAY 2 | 9 AM - 5 PM**

### **Module 5: Write It Right**

- Common grammar mistakes to avoid
- Writing professionally
- Basic elements of a sentence structure

### **Module 6: Choose Positive Over Negative Phrasing**

- Everyday positive language
- Positive language at work and home
- 5 approaches to communicating positively

### **Module 7: Writing Effective Emails and Letters**

- Write as you speak
- Touch up your email tone
- Use verbs, not nouns
- KISS more in writing

