



FMM Certificate in English Language for Business Communication

Duration: 6 days (40 hours)

Venue: Wisma FMM, Bandar Sri Damansara, Kuala Lumpur

HRDF Claimable

Saturday
Classes

FMM Certificate in English Language for Business Communication is designed to meet the specific need of adult learners who wish to master spoken and conversational English within a short time. The emphasis of the course is on spoken English. A variety of topics based on day-to-day activities and experiences will be introduced. Participants will have ample opportunities to practice verbal communication through role play and facilitator-participant interaction as well as peer interaction. The course covers the four components of effective communication: listening, speaking, reading and writing.

Course Contents

Socialising and Making Business Contacts

- Greeting and welcoming
- Developing conversations
- Discuss leisure interests
- Extending and accepting / rejecting invitations
- Making and receiving offers

Meeting People

- Introduce and greetings
- To describe jobs and responsibilities
- To find out about other people's jobs
- To ask questions about foreign companies
- To read and write personable profiles

Exchanging Information

- To exchange information about products and services
- To give effective descriptions and dimensions
- To make enquiries about transporting a product
- To make an informal product presentation

Telephoning

- To make contact and exchange information over the phone
- To spell and note down key words and numbers in a telephone message
- To pass on telephone messages

Making Arrangements

- To make and change arrangements
- To invite business contacts to social events
- To write and fax messages arranging a visit
- To arrange a schedule for a visit

Companies

- To discuss the business activities of companies
- To describe current projects of companies
- To exchange numerical information

Planning

- To discuss future work plans and schedules
- To predict future events in your company's future
- To follow a briefing on a project schedule
- To plan a new business venture

Grammar Components

- Tenses
- Subject-verb agreement
- Active and passive voice
- Adjectives and adverbs
- Punctuation
- Prepositional phrases
- Modal verbs



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Trainer

Susan Chan

Susan Chan, an experienced and dedicated trainer and educationist, comes from a solid academic and business background. She has many years of experience as a lecturer and trainer.

As a corporate trainer she has an excellent track record. She has been an associate trainer of FMM Institute since 2000, conducting numerous corporate programmes.

An energetic and enthusiastic trainer, Susan has conducted extensive training programmes in areas such as Business Communication, Interpersonal Skills, Business English, Business Writing, Report Writing, Presentation Skills, Motivation, Supervisory Skills Development, Leadership and Personal Development through public and in-house training.

Besides FMM Institute, Susan had also been a Business English trainer for Language House and KDU Management Development Centre Sdn. Bhd.

Susan has also taught Business Communication, Public Relations, Human Resource Management courses in such renowned colleges like Metropolitan College, Life College and Inti International College Subang Jaya.

Her training programmes are well received and effective as they are very interactive, relevant and often tailored according to the needs of the client organisation.

Susan holds a Masters in Human Resource and Industrial Relations (University of New Castle (Australia)), a Bachelor of Arts (Hons) in English and Diploma in Education (University of Malaya). In addition, she has a Certificate in Teaching of English for Business from London, LCCI (distinction).

Course Objectives

- Communicate actively and effectively in a variety of business context
- Use correct grammar, spelling, punctuation in speaking and writing
- Comprehend and interpret messages accurately

Who Should Attend

This course is designed for anyone who wants to improve their ability to use English Language effectively in the business environment.

Methodology

- Interactive learning
- Group Work
- Audio Visual Presentation

Evaluation

100% Examination

Award of Certification

Participants are required to meet the 80% course attendance requirement will be awarded a Certificate of Attendance. Upon successful completion of the course and its assessment, participants will be awarded the FMM Certificate in English Language for Business Communication issued by FMM Institute.

Administrative Details

Duration : 6 days (40 hours)

Dates : Sep 26
Oct 3, 10, 24, 31 &
Nov 7, 2020

Time : 9.00 am - 5.00 pm

Venue : Wisma FMM, No. 3 Persiaran Dagang, PJU 9
Bandar Sri Damansara, 52200
Kuala Lumpur

Fees : FMM Members RM1,908 (inclusive of 6% Service Tax)
Non Members RM2,438 (inclusive of 6% Service Tax)

Fees include course materials, Certificate of Attendance and lunch.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7-13 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



REGISTRATION FORM

FMM Certificate in English Language for Business Communication

September 26, October 3, 10, 24, 31 & November 7, 2020 (Saturdays)

(To be completed in BLOCK LETTERS)

A. PERSONAL PARTICULARS

Full Name (Mr/Ms)	:		
Designation	:		
Permanent Address	:		
Correspondence Address <i>(if different from permanent address)</i>	:		
Tel No. (H)	:	(O)	:
E-mail Address	:	Fax No.	:
H/P No.	:	Race	:
Nationality	:	Age	:

B. EDUCATIONAL BACKGROUND

Name of School / Institution	Years Attended	Highest
	From To	Qualification Obtained
Secondary	:	
College / University	:	
Any Special Professional Course	:	

C. SPONSORSHIP

Company Sponsored
 Self Sponsored
 Please tick (√)

D. SUBMITTED BY *(To be filled if sponsored by company)*

SBL
 Please tick (√)

Full Name (Mr/Ms)	:		
Designation	:		
Company Name	:		
Company Address	:		
Tel No.	:	Fax No.	:
E-mail Address	:		
FMM Membership No.	:	PSMB Code No.	:

E. DECLARATION

I hereby declare that the information provided is correct and complete.

Signature of Participant : _____ Date : _____

Payment Advice:

Enclosed cheque/bank draft no. _____ for RM _____ being payment for _____ participant(s) made in favour of "FMM Institute".

Please fax or e-mail the registration form to Li Choo / Nora Liza / Norsyamira

Tel: 03-62867200 Fax: 03-62776712 E-mail: lichoo@fmm.org.my / nora@fmm.org.my / norsyamira@fmm.org.my