



The English Express III™ English Writing Programme

This is a 2-day intensive programme for support staff and lower management employees who require elementary writing skills in English. It is the final part of the 3-part *The English Express™* English Programmes. However, it can also be conducted independently as a writing course for middle management.

Course Objective

In *The English Express I & II™*, participants focused on basic grammar and speaking skills. In the current programme, they will focus solely on writing skills. At the end of the programme, the participants will be able to communicate confidently in English, both in writing and speaking.

Course Methodology

This programme employs adult learning techniques which include active learning strategies to facilitate understanding and retention. Participants will spend 80% of the time in individual or group activities which allow them to learn, develop and practise English writing skills. A simple workbook is used to facilitate the programme. The number of participants is limited to 15 to ensure personal attention for each participant.

Course Syllabus

<p><i>Module 1</i> Letter Writing Skills – occasions, formats, common words and phrases, the right level of formality & friendliness, differences between official letters and e-mails</p>	<p><i>Module 2</i> Reply to Enquiry – responding to an enquiry about a product or service, the company, or other</p>
<p><i>Module 3</i> Reply to Customer Complaint – dealing with an unhappy customer</p>	<p><i>Module 4</i> Making a Request – asking for information or assistance from another party</p>
<p><i>Module 5</i> Report Writing Skills – occasions, formats, common words and phrases, what to include or exclude</p>	<p><i>Module 6</i> Sales Report – reporting the performance of your sales centre</p>
<p><i>Module 7</i> Accident Report – reporting an unfortunate event objectively, should it occur</p>	<p><i>Module 8</i> Technical Report – reporting figures, statistics or other technical data in a way that’s easy to understand</p>

Course Timetable

Time	1st Day	2nd Day
9.00-10.45 a.m.	Letter Writing Skills (M1)	Report Writing Skills (M5)
10.45-11.00 a.m.	<i>Tea Break</i>	
11.00 a.m.-12.45 p.m.	Reply to Enquiry (M2) Individual Practice & Group Evaluation	Sales Report (M6) Individual Practice & Group Evaluation
12.45-1.45 p.m.	<i>Lunch</i>	
1.45-3.15 p.m.	Reply to Customer Complaint (M3) Individual Practice & Group Evaluation	Accident Report (M7) Individual Practice & Group Evaluation
3.15-3.30 p.m.	<i>Tea Break</i>	
3.30-5.00 p.m.	Making a Request (M4) Individual Practice & Group Evaluation	Technical Report (M8) Individual Practice & Group Evaluation

We are also able to tailor *The English Express III*TM programme to the specific needs of your organization. Please contact our training consultant for an appointment.

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