

# English as a Second Language: A Workplace Communications Primer

Dissimilarities between languages impede communication for employees who grew up speaking a language other than English. This can damage what would otherwise be productive relationships. This course will help fill gaps in communication skills through instruction and exercises. This course is written for people with intermediate competency in English as their second language. Clear intent and meaning while speaking, listening, reading and writing will be covered.

## What Will Students Learn?

- ✓ acknowledge existing skills in the areas of Speaking, Listening, Reading and Writing.
- ✓ recognize gaps in skills compared to workplace communication needs.
- ✓ understand cultural and workplace influences on communication and how to function within them.
- ✓ learn and practice effective skills for oral and written communication, including technical forms such as email and videoconferencing.
- ✓ develop an individual Action Plan for continued skill reinforcement and growth.

## What Topics are Covered?

- ✓ Self-Awareness – Skills of Self and Others
- ✓ Words and Positive Workplace Culture
- ✓ Productive Conversations
- ✓ Telephone/Videoconferencing
- ✓ Wordsmith's Toolbox
- ✓ Putting Words to Work
- ✓ Individual Action Planning

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ certificate of completion

## Pre-Registration Information

Yes! I would like to attend **English as a Second Language: A Workplace Communications Primer!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3<sup>rd</sup> floor Randburg.
- Accreditation : SETA : 12255  
Bankseta : Bank-Corne180502

- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. Kindly contact the call centre
- Timeframe :



[www.cornerstonehr.co.za](http://www.cornerstonehr.co.za)

Address: 310 Oak Avenue, NBS Building 3<sup>rd</sup> Floor Randburg. Tel: 011 038 6367/ 011 038 6630  
[www.cornerstonehr.co.za](http://www.cornerstonehr.co.za) Email: [stephane@cornerstonehr.co.za](mailto:stephane@cornerstonehr.co.za)

### Banking Details

**Account Name** : Cornerstone Supreme  
**Account Number** : 62653109283  
**Bank** : FNB  
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