

Speak up Successfully

Make a positive impression with effective language and pronunciation

“I’m sorry, what? I can’t understand you.” Have you ever heard this line? Then you probably know how embarrassing it can be to repeat something over and over again. Miscommunication can and will hold you back in today’s fast-paced, international business environment. Too many people are hiding their gifts, talents and knowledge from the world due to a fear of speaking up and being misunderstood. Are you one of them?

In this unique, interactive and motivational workshop, Heather Hansen will give you the tools to speak clearly, correctly, considerately and confidently in numerous situations – on the phone, in meetings, on conference calls, in presentations – in fact any time you need to speak English. She will help you to fine tune the little things that can make a big difference in your professional success.

If you know that you could be achieving more than you currently are, and feel as though your spoken English might be holding you back, then don’t miss this fascinating workshop. Heather will help you to build on your current skills and embrace your own personal style. You will walk out with much more confidence, ready to renew your mark on the world!

Objectives

1. Identify your own personal ‘problem’ sounds.
2. Gain a new understanding of how you really sound.
3. Improve the clarity of your speech so that you make a positive impression.
4. Learn why some people don’t understand and how to adapt to them.
5. Distinguish between commonly confused words and pronunciations.
6. Learn how to make your intonation work for you.
7. Stress your words correctly every time.
8. Refresh your knowledge of Standard English grammar.
9. Learn how to speak appropriately and confidently in different situations.
10. Improve the quality of your spoken English to enhance your and your company’s image.



Workshop Highlights

Speak clearly

Pronunciation Quiz: What are your 'problem' sounds?
Common pitfalls with vowel sounds
Distinguishing between confusing consonant sounds
Articulating word endings correctly
What does your intonation say about you?
Making word stress much less stressful

Speak correctly

Commonly confused words
Differences between international varieties of English
A refreshing look at standard English grammar
Common mistakes in English
Local problems specific to Singapore

Speak considerately

Formal vs. informal English
International and cross-cultural considerations
Asking questions
Telephone etiquette
Greeting customers and first impressions
Handling specific office situations as defined by workshop participants

Speak confidently

Combining clarity, correctness and consideration
Enhancing your professional image and your company's
Identifying your weaknesses
Overcoming your fears
An action plan for speaking up successfully

