



Pusat Pemajuan Kompetensi Bahasa

CENTRE FOR THE ADVANCEMENT OF LANGUAGE COMPETENCE (CALC)

ENGLISH COMMUNICATION SKILLS (SPOKEN)

30-31 March 2021 | 9am–4:30pm



COURSE MODULE PRODUCED BY

Language Extension Unit

Centre for the Advancement of Language Competence (CALC) UPM

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COURSE SCHEDULE

DATE / TOPIC	SESSION / TIME	TOPIC
30 Mar 2021 Converse Confidently	Session 1 9:00 am – 11:00 am	▪ Unit 1: What Do You Mean?
	Session 2 11:15 am – 1:00 pm	▪ Unit 2: Say It Right, Use It Right!
	Session 3 2:30 pm – 4:30 pm	▪ Unit 3: Handling Clients and Guests
31 Mar 2021 Present Effectively	Session 4 9:00 am – 11:00 am	▪ Unit 4: Talk with Tact
	Session 5 11:15 am – 1:00 pm	▪ Unit 5: Speak Up!
	Session 6 2:30 pm – 4:30 pm	▪ Unit 6: Be Bold, Be Heard

CONVERSE CONFIDENTLY



INTRODUCTION

In Unit 1, you will be introduced to the correct vocabulary and grammar to be used in conversing. In Unit 2, you will learn to pronounce English words correctly and use the right intonation to express intended meaning. Meanwhile in Unit 3, you will learn to use the correct phrases in English when conversing with clients and guests.

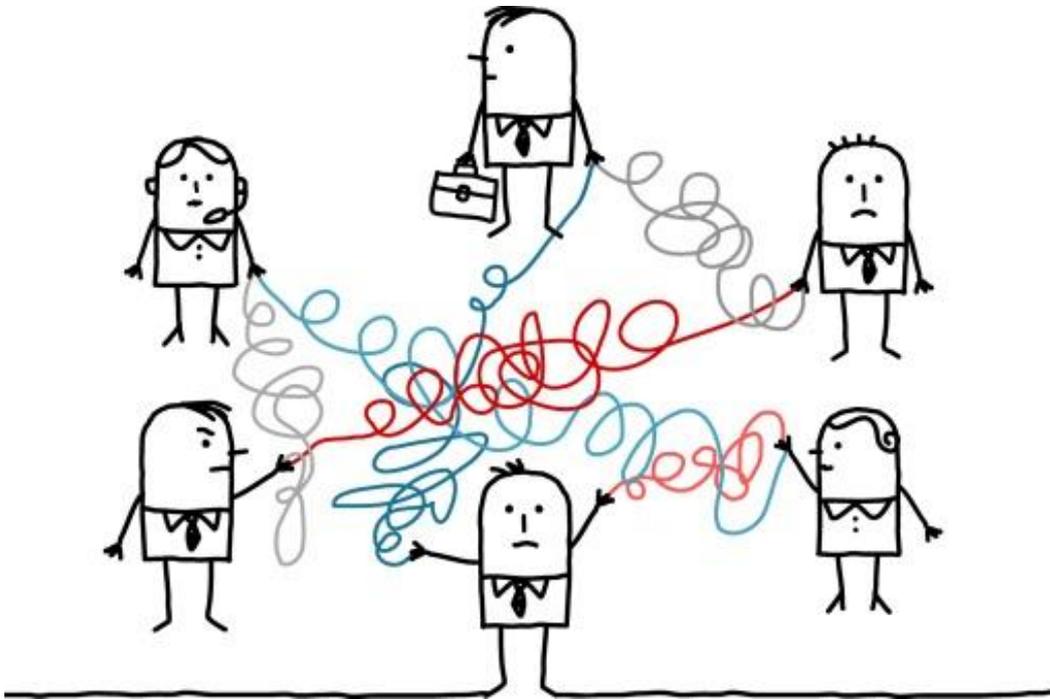


OBJECTIVES

At the end of Unit 1, 2 and 3, you will be able to:

1. use the right word and grammar in conversing
2. use the correct pronunciation and intonation to deliver intended message
2. use appropriate language expressions in English in communicating with clients and customers.

UNIT 1: WHAT DO YOU MEAN?



Challenges in Communication

Unlike making conversations in casual settings, communication at workplace is more challenging as it will affect one's company, sales, reputation, and work. It requires a variation of vocabulary, intonation, formality and etiquette in order to get the exact intentions delivered and understood.

Let's watch the videos below:

<https://www.youtube.com/watch?v=fTJkZEghKvk>

https://www.youtube.com/watch?v=3_dAkDsBQyk



ACTIVITY 1

What are the communication barriers or challenges you face at work?

-
-
-
-
-
-
-



ACTIVITY 2

What strategies can be used to have better communication at work?

-
-
-
-
-
-
-

Professional Etiquette in Conversing

Professional etiquette is an unwritten code of conduct regarding the correct or polite behaviour in a corporate setting. It is very important to understand that you should conduct and present yourself appropriately in professional social settings. When proper professional etiquette is used, everyone involved will feel more comfortable, and things tend to flow more smoothly.



Meet & greet

- Greetings
 - common greetings
 - body language
- Addressing someone
 - using surname/full name
 - using first name



Conversation

- Common expressions
- Body language
 - eye contact
 - facial expressions
 - posture
 - gestures
- Proximity
- Active listening



Exit

- Common expressions



ACTIVITY 3

Imagine meeting a new potential client. Make an introduction of yourself to him/her:

1. *Prepare a 2-minute commercial about yourself*
 - produce your own brief, corporate autobiography
 - use a few sentences to describe your professional background
 - include the various roles/responsibilities you have had since you started working in UPM
2. *Memorise your 2-minute commercial*
3. *Present your 2-minute commercial.*

Subject-Verb Agreement (SVA)

Subjects and **verbs** must **AGREE** with one another in number (singular or plural). Thus, if a subject is singular, its verb must also be singular; if a subject is plural, its verb must also be plural. The following are some of the rules that you can use as a guide:

No	Rules	Examples
1	A singular verb follows a singular subject and a plural verb follows a plural subject.	<ul style="list-style-type: none"> The <u>boy</u> <i>laughs</i> loudly. The <u>boys</u> <i>laugh</i> loudly.
2	When two or more singular subjects are joined by the conjunction “and”, a plural verb is used.	<ul style="list-style-type: none"> <u>Michelle and Matthew</u> <i>sing</i> well. <u>Lara and Sam</u> <i>study</i> very hard for the test.
3	A singular verb is used after “neither” and “either”.	<ul style="list-style-type: none"> <u>Neither</u> of the two traffic lights <i>is</i> working. <u>Either</u> dress <i>is</i> fine with me.
4	When two subjects are joined by “neither...nor” or “either...or”, the verb agrees with the subject nearest to it.	<ul style="list-style-type: none"> <u>Neither</u> Jasmine <u>nor</u> Megan <i>knows</i> the answers. <i>Are</i> <u>either</u> the boys <u>or</u> the girls required to stay in the venue?
5	The indefinite pronouns, such as “anyone”, “anybody”, “anything”, “everybody”, “everyone”, “everything”, “nobody”, “no one”, “nothing”, “someone”, “somebody”, “something” and “none” require singular verbs.	<ul style="list-style-type: none"> <u>Everyone</u> <i>likes</i> durians. <u>Someone</u> <i>has</i> taken my dictionary. <u>None of the students</u> <i>has</i> done the assignments.
6	When the subjects follow “each”, “even” and “one of”, a singular verb is used.	<ul style="list-style-type: none"> <u>Every boy and girl</u> <i>has</i> to pay for the entrance tickets. <u>Each of the students</u> <i>is</i> responsible for success or failure of the event.
7	Indefinite pronouns, such as “all” and “some” can be singular or plural depending on whether they are referring to countable or uncountable nouns.	<ul style="list-style-type: none"> <u>Some of the umbrellas</u> <i>are</i> missing. <u>Some of the rice</u> <i>is</i> stale.
8	A collective noun takes a singular verb when it is used to mean a group.	<ul style="list-style-type: none"> <u>The team</u> <i>wins</i> all the competitions. <u>The committee</u> <i>has</i> not decided on where to hold the camp yet.
9	Plural numbers take a singular verb when they are used in a phrase to mean an amount or a unit.	<ul style="list-style-type: none"> <u>A million dollars</u> <i>is</i> a lot of money. <u>Three years</u> <i>is</i> a long time.
10	Some nouns are singular in form but plural in meaning. In this case, a plural verb is used.	<ul style="list-style-type: none"> <u>The police</u> <i>have caught</i> the culprit. <u>Poultry</u> <i>continue</i> to rise in price.

Breaking Misconceptions

There is a quote that goes, *'Mean what you say, and say what you mean'*. In communicating at workplace, there is no room for error because it may lead to miscommunication and thus, reduces the chances of working effectively and making more business. Therefore, it is crucial to be vigilant with the vocabulary used in conversing to convey what you mean, especially with often confused words such as below.

WORDS	MEANING
accept (v) except (prep)	to take other than
access (n) assess (v) excess (n/adj)	right to enter; admittance to set a value extra
adapt (v) adept (adj) adopt (v)	to adjust skilled to take as your own
affect (n) effect (n)	to influence result/ to bring about
enquiry (n) inquiry (n)	the act of questioning formal investigation
bare (adj) bear (v)	naked; no more than to carry
beside (prep) besides (prep)	alongside in addition to; except for
complementary (adj) complimentary (adj)	that which completes/ to complete expression of praise/ to praise
elicit (v) illicit (adj)	to draw out illegal
loose (v) lose (v) lost (part tense of lose)	not tight to suffer a loss; to misplace; to free from someone or something
loss (v)	act of losing something or someone
personal (adj) personnel (n)	private staff
weather (n/v) whether (conj)	condition/to come through safely if; in case



ACTIVITY 4

Fill in the blanks with the given word that best suits the context of the sentences below.

1. accept or except

I cannot _____ your explanation.

Everyone _____ the service provider was pleased.

2. affect or effect

The _____ was immediately noticeable.

Will the change _____ your plans?

3. all ready or already

Are you _____ for your presentation?

It's _____ been done.

4. beside or besides

The printer is _____ the desk.

_____ Mr Khan, who else is not attending?

5. ensure or insure

Is your car adequately _____?

The added step will _____ success.

7. farther or further

Our Kota Bahru office is _____ north than the one in Jertih.

Do you need _____ information?

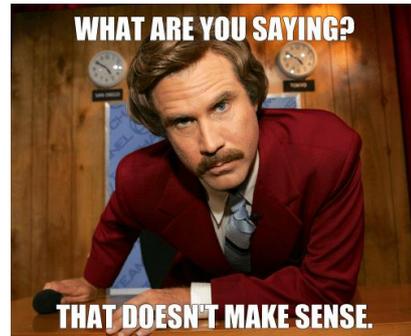
8. practice or practise

Our supervisor should _____ what he preaches.

It is time to put this idea into _____.

UNIT 2:

SAY IT RIGHT, USE IT RIGHT!



How many times do you hear this when you are speaking? Even if your vocabulary and English grammar are perfect, it can still be difficult for people to understand you because of your **pronunciation**. You must speak clearly in order to communicate effectively with other people. To do this, you must pronounce word correctly.

Let's twist your tongue!

Tongue twisters are a great way to improve your pronunciation and fluency. Try them slowly at first, and then read them as fast as you can.

1. A big black bug bit a big black bear.
2. Bigger business isn't better business, but better business brings bigger rewards.
3. I saw a kitten eating chicken in the kitchen.
4. I slit the sheet, the sheet I slit, and on the slitted sheet I sit.
5. A cheap sheep is cheaper than a cheap ship.
6. Betty Billy Button bought a buttered biscuit.
Did Billy Button buy a buttered biscuit?
If Billy Button bought a buttered biscuit,
where's the buttered biscuit Billy Button bought??
7. A canner can can anything that he can, but a canner can't can a can, can he?
8. If Peter Piper picked a peck of pickled peppers,
where's the peck of pickled peppers Peter Piper picked?

Mispronounced English Words

Trivia: Did you know that 'debt', 'doubt' and 'plumber' should not be pronounced with the /b/ sound?



Mispronouncing words can cause major misunderstanding, and the message you would like to deliver fails to reach the listener. This often happens when you learn the word from your reading rather than listening to it being pronounced correctly. Hence, all speakers of English must adhere to the same standard of pronunciation to be understood by others.



ACTIVITY 1: SAY IT RIGHT!

The words below are commonly used words in the workplace. Pronounce the words correctly.

1	graduate	13	niche
2	colleague	14	gauge
3	forte	15	liaise
4	develop	16	often
5	schedule	17	itinerary
6	archive	18	foyer
7	career	19	data
8	determine	20	suite
9	attaché	21	February
10	honour	22	Wednesday
11	genre	23	women
12	discretion	24	during

Are you sure you pronounced the words correctly? Check the correct pronunciation in the dictionary:

<https://dictionary.cambridge.org/dictionary/english/>



ACTIVITY 2

Watch the video below and identify the mispronounced words used by the speaker:

<https://www.youtube.com/watch?v=MAL9VD6Lz9Y>

The following are incorrect phrases often used by Malaysians. Other than mispronounced words, you should also use these phrases correctly in your conversation.



ACTIVITY 3: USE IT RIGHT!



- X **That's mean** you are not allowed to sit for the final examination.
- X **Nowsaday**, online learning has replaced classroom learning.
- X **I'm agree** with your suggestion.
- X The **tentative** is going to be released soon.
- X I **came** from Negeri Sembilan.
- X **I'm not understand** the issue discussed in the meeting just now.
- X I feel so **boring**.
- X **You understand or not?**
- X You need to **pass up** the project paper.
- X The officer is going **outstation** next week.
- X Please **fill up** the form.
- X Please **revert** back to me.
- X As **per** your request, we will approve your deferment.
- X You **alls** have to fill in the form.
- X I would like to **call** Dr Malisa onto the stage.

Sentence Stress and Intonation

Sentence stress is the emphasis that certain words have in utterances. We seldom stress every word in a sentence because it will sound unnatural. When you communicate at work, naturally, only **content words** or **important words that express intended meaning** should be stressed on. It helps the listeners to understand your intention better.

For example: “Do you think we can have it published by next year?”

Which word should be stressed on if you (the person who asks this question) are in doubt whether your team can have the team’s research published by next year?



ACTIVITY 4

In groups of four, read the following sentences by stressing the highlighted words. Discuss the intended meanings emphasised in each utterance.

“Can you give me a minute to check on this?”

1. Can **you** give me a minute to check on this?
2. Can you give **me** a minute to check on this?
3. Can you give me **a minute** to check on this?
4. Can you give me a minute to **check** on this?
5. Can you give me a minute to check on **this**?

Intonation is the variation of pitch when speaking. It helps to create the music of a language. Similar to sentence stress, it also plays a crucial role in how you express your intended meaning through **the rise and fall of pitch** in your voice. In addition to getting your message understood, intonation is also used to convey attitude, and emotions or feelings.

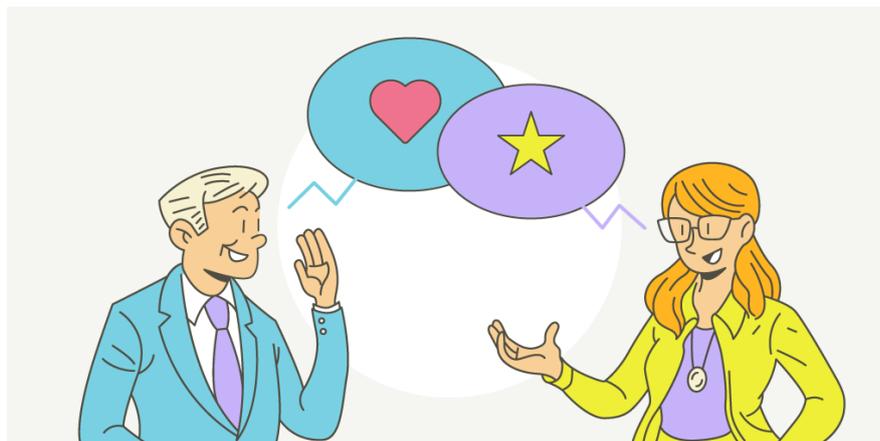


ACTIVITY 5

Greet “Hello” by using variations of rising and/or falling intonation to the people below:

1. to a friend you meet regularly
2. to a friend you haven’t seen for 10 years
3. to a neighbor whom you don’t like
4. to a 6-month-old baby
5. to someone doing what he shouldn’t
6. to know if someone is listening (phone)

UNIT 3: HANDLING CLIENTS & GUESTS



Excellent Customer Service Phrases

Customer service is an important task force in any organisation, and it is essential as it portrays the image of an organisation. Customer service representatives are in charge of creating and maintaining a good rapport with the customers they come in contact with.

One way to achieve this is by using the right language expressions and phrases to communicate effectively, positively and politely with clients.

Let's now look at how to incorporate some of these language expressions and phrases into excellent and positive customer service communication.

SITUATION	LANGUAGE EXPRESSIONS / PHRASES
Welcoming clients/guests <ul style="list-style-type: none"> Using Greetings Introductions <ul style="list-style-type: none"> Disclose some personal information such as your name and department. 	Assalamualaikum / Hello Good Morning/ Afternoon/ Day How are you? How do you do? How do you do? I'm Razif from the admission office. Pleased to meet you. My name is Arif. And you are...? Good day! I am Nurul from the finance section. May I know your name?

SITUATION	LANGUAGE EXPRESSIONS / PHRASES
<p>Making small talk (if time permits)</p> <ul style="list-style-type: none"> • <i>Small talk is casual and light discussion of everyday topics such as work/studies, the weather, and current affairs.</i> • <i>Helps to avoid awkward silences, easily get to know someone new and seem friendlier.</i> 	<p>Was the traffic heavy on the way to UPM today?</p> <p>How was your day? / How has your day been so far?</p> <p>Did you hear about the talk on thesis writing this week?</p> <p>Have you had your breakfast / lunch?</p>
<p>Offering assistance</p> <ul style="list-style-type: none"> • <i>I'd be happy to help.</i> 	<p>How may I help you?</p> <p>____ (name), how may I be of help?</p> <p>____ (name), how may I assist you?</p>
<p>Showing empathy (to show you care)</p> <ul style="list-style-type: none"> • <i>I'd feel the same way.</i> 	<p>Okay, I understand where you're coming from.</p> <p>I see, I'd feel _____, too.</p> <p>Really? I am sorry you are facing this problem.</p>
<p>Confirming the inquiry / request</p> <ul style="list-style-type: none"> • <i>This is important to avoid miscommunication.</i> 	<p>Let me confirm if I've got this right. From what I understand _____.</p> <p>I want to make sure I understood everything correctly so that I can assist you.</p> <p>Please feel free to correct me if I've misunderstood anything.</p>
<p>Attending to customer needs</p> <ul style="list-style-type: none"> • <i>Let me look into this.</i> 	<p>Thank you. I can certainly help you with this.</p> <p>Oh, I see. Let me check/ Let me get back to you on this.</p> <p>Okay, I understand. Please give me a moment to double check that I have the right answer.</p>
<p>Redirecting the inquiry</p> <ul style="list-style-type: none"> • <i>Try not to leave the customer unattended without information ("silent treatment").</i> • <i>Let me forward you to the person in charge / specific section.</i> 	<p>Let me pass this case to Puan Maria in the finance section. She would be able to help you.</p> <p>Do you mind waiting for a moment while I check / contact the person in charge?</p> <p>Let me forward this matter to our _____. He/she/they are better able to help you with this.</p>
<p>Providing guidance</p> <ul style="list-style-type: none"> • <i>It is good to provide a step-by-step guide if necessary.</i> 	<p>Here's what you can do to _____.</p>

<ul style="list-style-type: none"> Use words such as <i>first, next, lastly</i> to explain so that customer understands clearly what needs to be done. 	<p>If you can do this _____, that will fix your issue. Firstly, _____, then _____ and lastly _____.</p> <p>I / we recommend that you do _____.</p>
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SITUATION	LANGUAGE EXPRESSIONS / PHRASES
<p>Dealing with angry customers</p> <ul style="list-style-type: none"> Apologize Offer customers suggestions / solutions <ul style="list-style-type: none"> Giving alternatives <ul style="list-style-type: none"> Try not to use "No"/ "Cannot" (not positive) 	<p>I am sorry to hear that you feel this way, _____ (name). / My sincere apologies.</p> <p>I completely understand how you feel, _____ (name).</p> <p>Thank you for understanding, _____ (name). We are doing everything we can to resolve your problem quickly.</p> <p>Your feedback is enormously valuable to us, so we greatly appreciate you taking the time to come today.</p> <p>We will look into this matter right away. I'd like to call you back to give you an update, how and when would be the best to reach you?</p> <p>I'm afraid we are unable to do that now, maybe you can _____.</p> <p>While that isn't possible right now, I can _____.</p> <p>Currently, that's a limitation. What I/you can do is _____.</p>
<p>Concluding the service</p> <ul style="list-style-type: none"> Can I help you with anything else? 	<p>Is there anything else I can do for you today, _____ (name)? Okay, thank you.</p> <p>I'm very pleased that we've been able to help you today, _____ (name). Do come again or call us if you need any information / help.</p> <p>It's great that I/we have answered your questions today. Thanks for coming. Have a wonderful day.</p>



ACTIVITY 1

Watch the video below and observe how some of the language expressions above are used.

<https://youtu.be/T20hV4ynU7o>



ACTIVITY 2

This is a role play exercise. Form a group of 5 members. Identify a situation you always encounter when dealing with clients or guests in your Faculty/Centre.

Prepare a role play with dialogue based on the situation with your team members.

You will need to include the language expressions and phrases from the notes above. Also, try to use words with correct pronunciation and phrases which you learned today.

Each group will present their role play in about 5 minutes.

PRESENT EFFECTIVELY



INTRODUCTION

In Unit 4, you will learn on how to deliver you message politely by applying appropriate modals. In Unit 5, you will learn on how to express your opinion confidently. Meanwhile in Unit 6, you will learn on how to convey your ideas effectively in a presentation.



OBJECTIVES

At the end of this unit, you will be able to:

1. politely convey your message by using appropriate modals
2. confidently express your point of view
3. effectively deliver your ideas in a presentation

UNIT 4: TALK WITH TACT

Using Modal Verbs

In English, modal verbs are used with other verbs to express ability, obligation, and possibility, request and so on. Below is a list of some useful modals:

Modal verbs	Function	Example
could, might, may	to express possibility	<ul style="list-style-type: none"> ▪ He might arrive later. ▪ They may respond tomorrow. ▪ If we don't hurry we could miss the tender deadline.
can, could	to make a general statement	<ul style="list-style-type: none"> ▪ It can be very competitive. ▪ It could be very competitive in September.
	to talk about ability	<ul style="list-style-type: none"> ▪ She can handle several tasks at any given time. ▪ They could run the event without us.
	to ask for or give permission	<ul style="list-style-type: none"> ▪ Can I ask a question, please? ▪ Could I ask a question, please? (more formal and polite) ▪ You can leave now if you like.
may	to ask for or give permission	<ul style="list-style-type: none"> ▪ May I ask a question, please? (more formal and polite) ▪ You may leave now if you like. (more formal and polite)

can't/ cannot, couldn't/ could not	to express impossibility	<ul style="list-style-type: none"> ▪ He can't be serious. ▪ We knew the report could not be true.
must/ must have	to express probability or to show that we are sure something is true	<ul style="list-style-type: none"> ▪ He must be serious. ▪ You must have heard the good news.

Using a modal can change a direct, aggressive question into a polite request. They soften your requests, questions, and commands, which mean you will not sound rude or too direct. Here are some examples of how we can soften our expressions using modals:

Inappropriate	Appropriate
Get me the file, please.	Would you get me the file, please?
I need to borrow your pen for a moment.	May I borrow your pen for a moment?
I want to book this room for the meeting on Monday.	I would like to book this room for the meeting on Monday.
Please leave. I have to take this phone call.	Could you step out of the room for a moment? I have to take this phone call.
Send me those documents before the end of the day.	Could you send me those documents by the end of the day?

Use modals the next time you send a request by email, ask for something on the telephone, or when you need something from a friend and you will sound more polite.



ACTIVITY 1

Read the questions below and select the right answer.

1. Which one of the pair expresses a request?
 - a) Could we meet on Monday?
 - b) We could meet on Thursday

2. Which one of the pair expresses a suggestion?
 - a) Could we meet on Wednesday?
 - b) We could meet on Wednesday.

3. Which one of the pair expresses an obligation?
 - a) I must go to the meeting.
 - b) I can't go to the meeting.

4. Which one of the pair expresses a request for permission?
 - a) I could go now.
 - b) Could I go now?

5. Which one of the pair expresses an ability?
 - a) He could speak multiple languages.
 - b) He could speak to the boss.



ACTIVITY 2

Use modal verbs to revise the following sentences to be more polite-sounding.

1. Please give me the project update tomorrow.
2. You have to attend the meeting.
3. We need to discuss this issue.
4. I think you should notify John.
5. Sign this document!
6. I need to step outside for a while.
7. This event needs a project manager. John?

UNIT 5: SPEAK UP!

Giving Opinion



PRE ACTIVITY

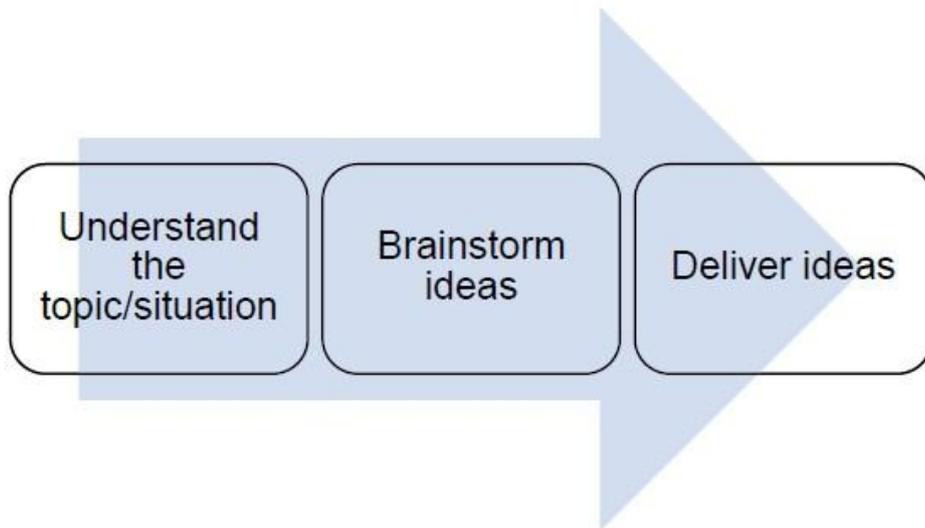


Do you know that the leading universities in the world are considering to implement mandatory Covid-19 vaccine policy for all university staff and students? What is your opinion on this matter? What if this policy is implemented in UPM?

Reflect:

- Are you satisfied with the way you state your opinions?
- What is the biggest challenge you face?
- How can you improve yourself?

There are a number of skills that you need to employ before responding to a given topic/situation. Follow this step-by-step guide to help you give opinions effectively.



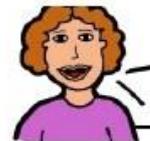
Understand the topic/situation

- Read the situation given carefully
- Identify key words
- Analyse task



Brainstorm ideas

- Jot down 3 main points quickly
- Expand points
- Use key words or phrases



Deliver ideas

- Be organised
- Use language expressions or linkers

Understanding the topic/situation

Analyse the given topic/situation carefully. Sometimes, being too nervous will hamper your understanding towards the given topic/situation. Therefore, identifying key words will help you to focus on the task.

Look at the topic below. Can you identify the key words?



ACTIVITY 1

Establishing a strong bonding among the employees is crucial in creating a good working environment.

In your opinion, how does team building help in achieving a good rapport among the employees?

Brainstorming ideas

This is a useful way to gather ideas where it helps a person to think critically about the given topic/situation.

In such a short preparation time, avoid writing your ideas in full sentences. Use key words or phrases to express the incoming ideas. Then you will need to select the most relevant ideas.

Do not forget to expand the ideas by supporting with relevant facts, reasons and examples. Strong justifications will help you to stand out among the other candidates.



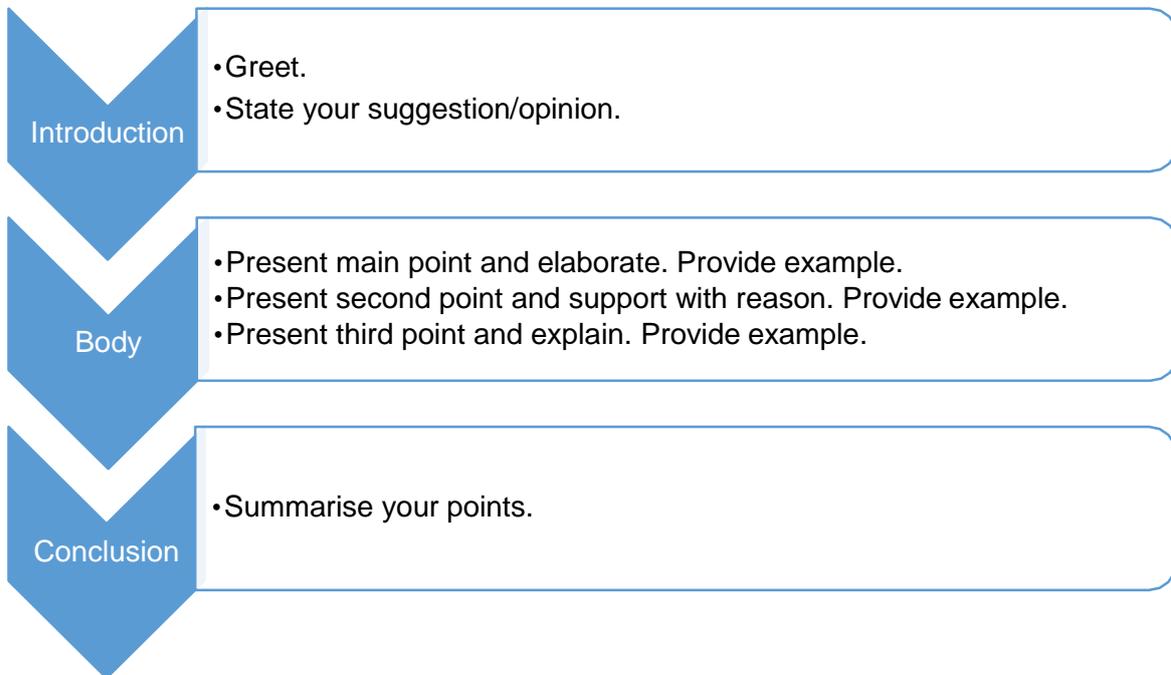
ACTIVITY 2

In two minutes, brainstorm ideas for the topic given in Activity 1. You may write short notes or draw a mind map.

Delivering ideas

Presenting your ideas in a systematic and organised way will increase the effectiveness of your delivery.

You may outline your response as follows:



You may want to use suitable expressions to deliver a spoken response. However, do not overuse the same expression. Using different expressions shows that you are a proficient speaker.

Here are some examples of useful expressions or linkers that can help to ensure a smooth delivery of your ideas.

Function	Expressions
To introduce a point of view	<ul style="list-style-type: none">• I think ...• I believe that ...• In my opinion ...• Personally, I feel ...• From my point of view ...••
To introduce the first point	<ul style="list-style-type: none">• First of all, I propose ...• As a start, I would like to suggest ...• I would like to begin by ...••

To signal a main point	<ul style="list-style-type: none"> • My main points is ... • It is important to ... • One important reason is ... • The most important factor is ... • •
To illustrate a point	<ul style="list-style-type: none"> • Therefore, ... • This means that ... • This is because ... • According to ... • •
To provide an example	<ul style="list-style-type: none"> • For example, ... • For instance, ... • One example is ... • ... such as ... • •
To start a new point	<ul style="list-style-type: none"> • Secondly, ... • My next point is, ... • Another suggestion is ... • Next, I would like to highlight ... • Moving on to my next point, ... • •
To refer to an earlier point	<ul style="list-style-type: none"> • As I have said earlier, ... • I mentioned earlier that ... • As I said at the beginning ... • I have pointed out earlier that ... • •
To signal cause and effect	<ul style="list-style-type: none"> • Due to ... • As a result ... • As a consequence ... • This ... in turn can lead to ... • •
To conclude	<ul style="list-style-type: none"> • In short, ... • To sum up, ... • In conclusion, ... • I would like to conclude by saying that ... • •



ACTIVITY 3

Your centre of responsibility (PTJ) is organising a team building activity. Complete the response below with correct language expressions.

Good morning.

(1. To introduce a point of view) _____, the best venue for this event is at SISFEC, Puchong.

(2. To introduce the first point) _____, SISFEC is the perfect option as it has a lot of facilities. There are spacious area to conduct training or talk, and basic amenities are also clean and well maintained. **(3. To provide an example)** _____, the toilets and praying area are conducive and comfortable to cater a big group of participants.

(4. To start a new point) _____, SISFEC also offers a variety of activities to be carried out. They can help us to organise jungle trekking for 20-30 participants. An experienced forest ranger will accompany and assist us throughout the journey. Based on my reading, SISFEC has one of the challenging trails in Malaysia. **(5. To illustrate a point)** _____, it is perfect to foster team work effort among the participants which is one of the objectives of our programme.

(6. To start a new point) _____, the price quoted is also within our budget. They allow us to customise the package to suit the objectives of our programme. As you know, SISFEC is a permanent forest reserve which was awarded to UPM. **(7. To signal cause and effect)** _____, UPM citizens are given several privileges.

(8. To conclude) _____, I believe that SISFEC can be the perfect place to organise our team building event as it offers great facilities, interesting activities and affordable price.



ACTIVITY 4

With a partner, take turns in giving your opinions in one of the following topics. Support your opinions with explanations or examples.

1. What makes a healthy working environment?
2. Does financial reward increase work performance? Why?
3. What are the causes of unemployment?
4. Why do we need to have a good relationship with our colleagues?

UNIT 6: BE BOLD, BE HEARD



Plan Ahead

Presentations are made by employees to speak precisely and specifically about a product, service or activity in the department or company. In some instances, however, employees will have to make a presentation to introduce their products and services or explain a new marketing or sales strategy that the company wants to implement. Regardless of its purpose, the most effective verbal presentation will include **clear, simple language**, and visual aids that effectively convey the message.

However, presentation may not be an easy feat for everyone. Some of us might be hindered by stage fright, anxiety, shyness or language barrier. How can we control our nerves?

Preparation	<ul style="list-style-type: none"> • Know your audience. • Do your research and know your facts. • Anticipate the questions you may be asked and prepare possible answers.
Practice	<ul style="list-style-type: none"> • Present the speech aloud, to yourself, until it is completely familiar. • Go through the speech in front of a mirror and ensure that your body language aids your message. • Remember to practise with visual aids (if you have).
Acceptance and Relaxation	<ul style="list-style-type: none"> • Accept your nervousness as normal. • Use relaxation techniques, such as: <ul style="list-style-type: none"> - stretching - muscle tensing and relaxing - deep breathing - visualising an effective presentation

Prepare A Structure

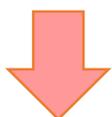
A great presentation is an organised and well-prepared speech. The content of the presentation should be arranged in a structured manner:

Introduction



- : Get the audience's attention
- : Introduce yourself and the topic
- : Preview your main points or speech outline

Body



- : Introduce a main point
- : Provide realistic and elaborated examples
- : Move to a new point (use transition signals)
- : Rephrase the main point to remind the audience
- : Emphasise on a point if it is necessary

Conclusion

- : Signal the end of the presentation
- : Summarise all main points
- : Handle Q&A session optimistically

What are some useful **language expressions** that are used in a presentation? In an oral presentation, it is important that you make the topic clear to your audience, identify and outline main points and link information so that presentation flows smoothly. Using appropriate language expressions to signpost your path through the presentation will help audience to follow along and understand the gist of the presentation.

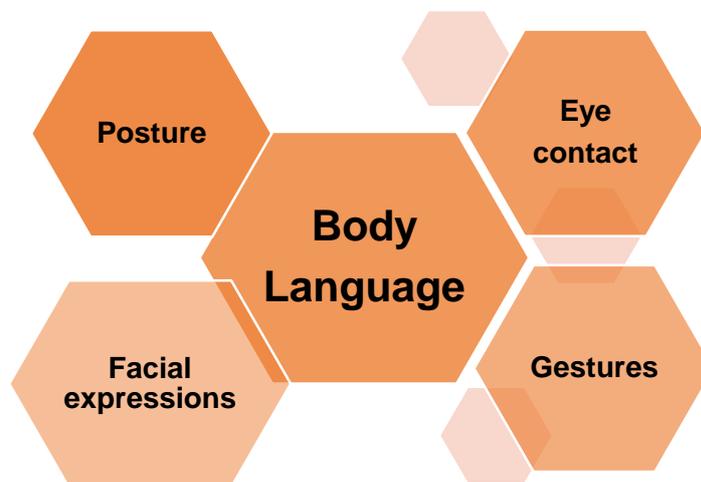
Function/Skill	Phrases/Language Expressions
Introducing the presentation	<ul style="list-style-type: none"> ▪ Good morning and welcome. Today I'm going to talk about ... ▪ The purpose of my presentation today is to ... ▪ The topic I intend to discuss today is ... ▪ Our team/group will be discussing ...
Previewing/Providing an outline	<ul style="list-style-type: none"> ▪ I have divided my presentation into 4 parts. ▪ I'm going to divide this presentation into three parts. ▪ There are 4 main points I'd like to discuss: W, Y, Z and A. ▪ I will start by presenting to you 2 main challenges faced along with 2 possible solutions that could work.
Introducing a main point	<ul style="list-style-type: none"> ▪ The main point is ... ▪ A major concern is ... ▪ The crux of the matter ... ▪ The central problem is that ...
Moving to a new point	<ul style="list-style-type: none"> ▪ Now let's consider ... ▪ This leads me to my next point ... ▪ Let's now look at ... ▪ Moving on to ...
Rephrasing a main point	<ul style="list-style-type: none"> ▪ The point I am making is ... ▪ Let me put that another way ... ▪ In other words ... ▪ As I have been saying ...
Emphasising	<ul style="list-style-type: none"> ▪ This is a <i>significant</i> point. If we look more closely at ... ▪ This is a <i>highly</i> relevant question. Remember Maslow's Theory that suggests ... ▪ This is <i>crucial</i> in understanding that ...

Providing examples	<ul style="list-style-type: none"> ▪ Let me illustrate this by ... ▪ An example of this is ... ▪ To give you an example ... ▪ To illustrate ...
Drawing attention to visual aid	<ul style="list-style-type: none"> ▪ As you can see here ... ▪ I'd like to point out ... ▪ The diagram indicates ... ▪ Let me show you the new model of this car ...
Concluding the presentation	<ul style="list-style-type: none"> ▪ To sum up/summarise/conclude ... ▪ In conclusion/summary ... ▪ Finally, I want to say ... ▪ That brings me to the end of my presentation for today.
Opening/Facilitating QA session	<ul style="list-style-type: none"> ▪ Thank you. Are there any questions? ▪ I'm happy to take any questions. ▪ Would anyone like me to explain anything further? ▪ Thank you for listening. Does anyone have any questions?
Answering the question	<ul style="list-style-type: none"> ▪ Thank you for that question. (Answer) ▪ That's an interesting question! (Answer) ▪ Let me explain ... ▪ What I meant is ... ▪ The answer to that question is simple. (Answer)
Postponing the question	<ul style="list-style-type: none"> ▪ That's a really good question but I'm not sure I can answer right now, but it would be interesting to look into ... ▪ Thank you for that interesting question. I have never thought from that perspective. I'd be happy to have a chat later or get back to you on it.

Present Boldly

Now that you have planned ahead and prepared a structured speech, it is time for you to present your thoughts confidently by using optimistic and persuasive voice and body language. What is positive body language? What does effective volume include? How can you improve yourself to be an effective presenter with appropriate body language and voice control?

Your body language and your speech patterns reflect how you feel about yourself. It also affects how others react to you. It can help you project an aura of confidence or it can make you appear uncertain before you even open your mouth.





ACTIVITY

Work in a group of four. You are required to **plan, prepare and deliver** the following presentation.

Your centre of responsibility (PTJ) has been given a 5-minute slot during the university's Open Day to introduce your PTJ to new potential clients who have just entered the university.

You may include the following in your presentation:

- Vision and mission
- Products and services offered
- Activities

Your presentation should have an opening, body and closing. Please ensure your presentation has clear organisation of ideas, supported with relevant information and well displayed. You should rehearse before your presentation.



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