

**Training Modules: 1. Language Enhancement:  
Beginners', Basic, Intermediate, Advanced Levels**

**Training Objectives:**

- a. To enable better grasp and feel of the language
- b. To help enrich vocabulary
- c. To enable functional and conversational use of language
- d. To remove hesitation and build confidence in trainees to speak fluent, day to-day English

**2. Communication Skills:**

**Oral/Writing: Telephone Etiquette, E-Mail  
Etiquette, General Writing Skills**

**Training Objectives:**

- a. To enable smooth and confident handling of calls, making and taking appointments, handling complaints
- b. To enable writing of professional mails using correct syntax and structure
- c. To bring an awareness of the general do's and don'ts of writing
- d. To bring out the difference between formal and informal style of language

**3. Career English:**

**Resume building, Interview skills, Telephone Interviews,  
Letter of Application, Corporate grooming and Etiquette**

**Training Objectives:**

- a. To help students, fresher's/experienced, to build resumes and write appropriate job applications
- b. To help build confidence to face interviews and clear all the rounds
- c. To bring about an awareness of corporate culture with regard to grooming and behaviour

**4. Professional English:**

**Cross-Country Culture, Client Interfacing Skills, Professional  
Presentation, Interview Techniques, Business Correspondence,  
Meetings, Negotiations 2**

**Training Objectives:**

- a. To enable successful business relationship with overseas clients/business associates
- b. To help make interesting and effective presentations using visual aids
- c. To enable understanding of how to chair meetings/be a part of meetings
- d. To help master interview techniques
- e. To understand the nitty-gritty of business negotiations

**5. Voice and Accent:**

**Training Objectives:**

- a. To help bring an awareness of Neutral Accent and overcoming MTI
- b. To enable an understanding of the consonant sounds, vowel sounds, syllable stress and intonation
- c. To enable an understanding of the differences among UK, US and Indian English

**6. Soft Skills:**

Self Esteem, Assertiveness, Goal Setting

**Training Objectives:**

- a. To enable self analysis, realizing strengths and playing to them , realizing weaknesses and overcoming them, building a better self esteem
- b. To help become assertive, to learn to say/accept 'no' with a smile To help realize needs, requirements and priorities, set long/short term goals and the steps in achieving them

**7. Leadership Skills:**

Motivation, Delegation, Decision-Making, Time-Management, Team-Building, Transactional-Analysis, Stress Management

**Training Objectives:**

- a. To help find the inner drive present in every individual
- b. To enable practicing of effective delegation with maximum efficacy
- c. To learn quick and effective decision-making techniques
- d. To learn maximum use and effective management of 'time' as an 'infinite capital'
- e. To bring about an awareness of the complexities of 'interpersonal relationship' in personal/professional arenas and to handle the multi-faceted human relational problems skillfully

**f. To bring about an awareness of group dynamics and enable smooth and easy working in a team as a team leader/member**