

Business Communication Skills

MQA Approved NAW/2975/2023

As the Mauritian Economy opens up to International players, the ability to speak English properly can enhance significantly your career prospects.

In spite of a good level of knowledge of English we often prefer resorting to French for speaking.



Objectives of this training

- Master pronunciation techniques
- provide thorough practice at speaking
- overcome the reticence about using English for speaking

On completion of the course participants should be at ease to express themselves in English with comfort and confidence.

School leavers completing this course will be improving their prospects for a first employment namely in the outsourcing sector.

For those already working, the successful completion of this course is an excellent opportunity to make a good leap along their career path.

About the Course

The course is delivered live online over 10 sessions of 2.5 hours each through MS teams. Participants require a PC or laptop equipped with a camera.

A short online test at the end of each session is proposed.

It is planned to run one session weekly (on Thursdays) as from 18th April until estimated 21st June.

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The course which costs Rs 8000 per participant is MQA approved. It is eligible to refund at appropriate rates under HRDC Training Grant Refund.(Rs 2,400 per delegate after HRDC Refund of 70%).

The Trainer

Nella Pillay Mardaymootoo

Nella has been teaching how to speak English properly for more than 20 years.

She started her career in Canada in 2006 and returned home in 2012 to set up her own business of training and helping others in their efforts to succeed.

Those who have attended her courses range from high ranking executives to school Leavers. They have been impressed by her skills, by her patience and by the tangible benefits they have reaped.

Course Contents and objectives

1	Speak for Success	To allow participants to recognize and practice certain specific sounds
2	The Flavor of Speech	To understand the importance of proper mouth movements for clarity of speech
3	The Conversational flow	To understand and develop the skills necessary for fluidity
4	The Speech Production & Quality	To understand and apply the techniques for speaking fluently
5	The Literal & Figurative Expressions	To learn about expressions to be used and those to be avoided
6	The Conversationalist	To improve conversation skills
7	Manner & Professionalism on the Phone	To understand and apply sound telephone techniques
8	The Skill that goes beyond Hearing	to understand the benefits of listening properly
9	Accuracy & Preciseness	To allow learners to master techniques for being precise and concise
10	Complexity & Legibility	To develop a good level of writing skills

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