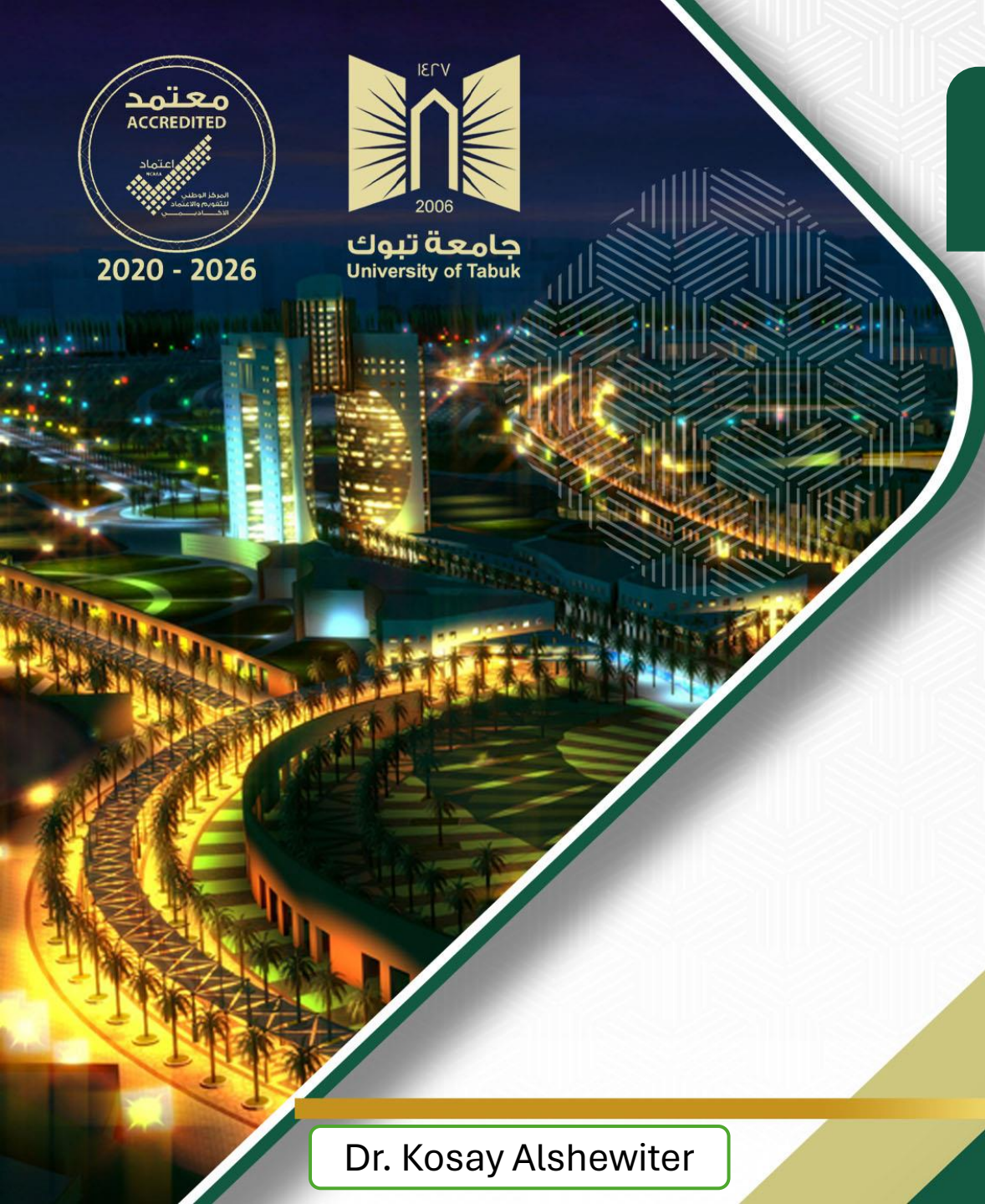




2020 - 2026



جامعة تبوك
University of Tabuk



Participant Handbook

Business English Communication Skills for HR Employees

Dr. Kosay Alshewiter



Date: 28-29 / 04 / 2024



Time: 10:00 AM – 1:00 PM



**Location: Faculty of Medicine - Chair
of Prince Fahad for Youth Issues**



Objectives

- Understand the importance of professional communication in business
- Learn how to make professional phone calls in English.
- Develop skills to effectively receive calls and handle queries in English.
- Understand the structure and style of business emails
- Practice writing emails for various business contexts



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1. Welcome Letter

Dear Participants,

Welcome to the Business English Communication Skills Workshop tailored for HR Employees. This workshop is designed to enhance your skills in making and receiving calls, writing professional emails, and mastering effective business communication in English. We look forward to an engaging and productive training experience with you.

Best regards,

Dr. Kosay Moneer Alshewiter

Head of Training and Development Unit

English Language Institute





2. Workshop Overview

This workshop aims to equip you with the necessary skills to effectively communicate in business settings. Over the course of two days, we will cover topics such as making and receiving business calls, writing effective emails, and introducing oneself professionally in English.





3. Session Descriptions

- **Day 1: Making and Receiving Calls**
- **Session 1: Introduction to Business English Communication**
 - Overview of Business English
 - Importance of Effective Communication
 - Practice: Introducing Yourself
- **Session 2: Making Professional Calls**
 - Professional greetings, structuring a call, and concluding effectively.
 - Activity: Roleplaying making calls.
- **Session 3: Receiving Calls and Handling Queries**
 - Techniques for effective listening and query handling.
 - Activity: Roleplaying receiving calls.





- **Day 2: Writing Professional Emails**
- Session 4: Basics of Business Emails
- Email structure, key components, and style tips.
- Activity: Email writing based on scenarios.
- **Session 5: Crafting Effective Emails**
- Advanced email writing skills, including tone and formality.
- Peer Review: Exchange and critique emails.





4. Schedule

- **Day 1**
 - 10:00 - 10:30: Introduction to Business English Communication
 - 10:30 - 11:40: Making Professional Calls
 - 11:40 – 12: Coffee break
 - 12:00 - 01:00: Receiving Calls and Handling Queries
- **Day 2**
 - 10:00 - 11:15: Basics of Business Emails
 - 11:15-1130: Coffee break
 - 11:30 - 12:00: Crafting Effective Emails
 - 12:00 - 01:00: Closing and Feedback

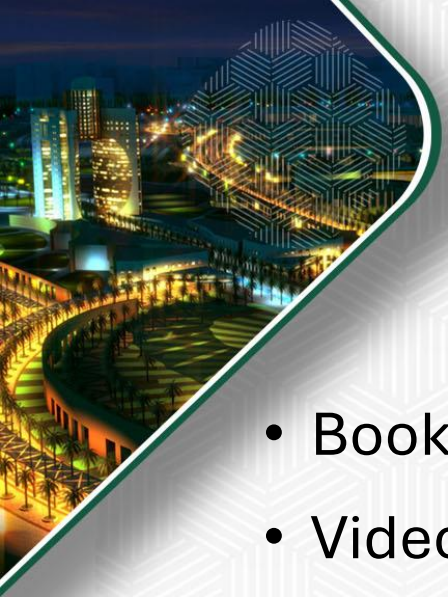




5. Pre-Workshop Preparation

Please review the basic concepts of Business English prior to the workshop. We have included some recommended readings and videos in the next section to help you prepare.

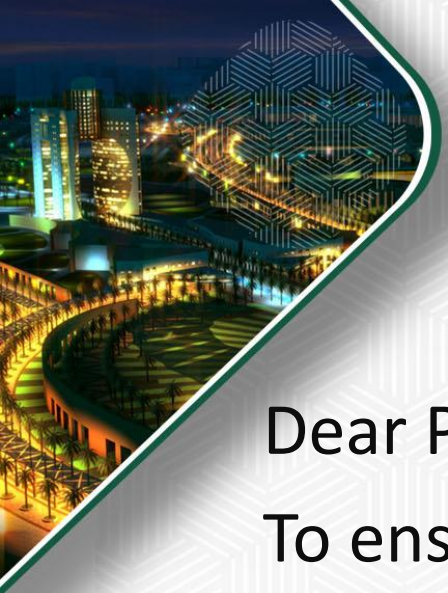




6. Additional Reading Materials

- Book: "Effective Business Communication" by Herta A. Murphy
- Video: "Business English Vocabulary for Communicating in English"
[BBC Learning English - English at Work](#)
- Website:
[Business English | LearnEnglish \(britishcouncil.org\)](#)





7. Participant Instructions and Regulations for the Business English Communication Workshop

Dear Participants,

To ensure that everyone has a productive and enjoyable learning experience, we kindly ask you to adhere to the following guidelines and regulations:



General Conduct:

- 1.Punctuality:** Please arrive on time for each session. The workshop will start promptly as scheduled. Arriving late may disrupt the flow of the training and your fellow participants.
- 2.Attendance:** Full attendance is expected for both days of the workshop. If you anticipate any issues with attending any of the sessions, please notify us in advance.



During Sessions:

- 3.Mobile Phones:** To minimize distractions, please turn off or set your mobile phones to silent mode during the sessions. If you must take an urgent call, please step out of the training room to do so.
- 4.Side Conversations:** While we encourage active participation and discussions, side conversations during presentations or when others are speaking can be distracting. Please be respectful and hold any unrelated discussions during breaks or after the session.
- 5.Note-Taking:** Participants are encouraged to take notes during the sessions. Note-taking helps reinforce learning and provides you with a personal reference after the workshop.
- 6.Questions and Participation:** We highly encourage asking questions and participating in discussions. However, please raise your hand and wait to be acknowledged before speaking to keep the session organized.





Breaks and Personal Time:

- 7.Breaks:** Breaks are scheduled during each session. We encourage you to use this time for personal calls, rest, or informal networking with your peers.
- 8.Food and Drink:** Please keep your training area neat. You are welcome to bring beverages, but we request that food be consumed during designated break times in the break area.



Use of Materials:

9.Training Materials: Materials provided during the workshop, such as handouts or worksheets, are for your personal use. Please do not distribute or copy these materials without permission.

10.Equipment: Any equipment provided during the workshop, such as laptops or projectors, should be used responsibly. Handle all provided materials and equipment with care.



Health and Safety Guidelines

- **Stay Home If Unwell:** If you are experiencing any symptoms of illness, particularly those associated with COVID-19 such as fever, cough, or difficulty breathing, please stay home and notify the workshop organizer.
- **Emergency Procedures:** Familiarize yourself with the emergency exits and follow the directions provided by the workshop organizers or venue staff without delay.
- **Personal Belongings:** Keep your personal belongings with you at all times or in a designated safe area. The workshop or venue is not responsible for lost or stolen items.



8. Contact Information

For any queries regarding the workshop, please contact:



Email: kalshewiter@ut.edu.sa



Phone: 0536348453





Thank you