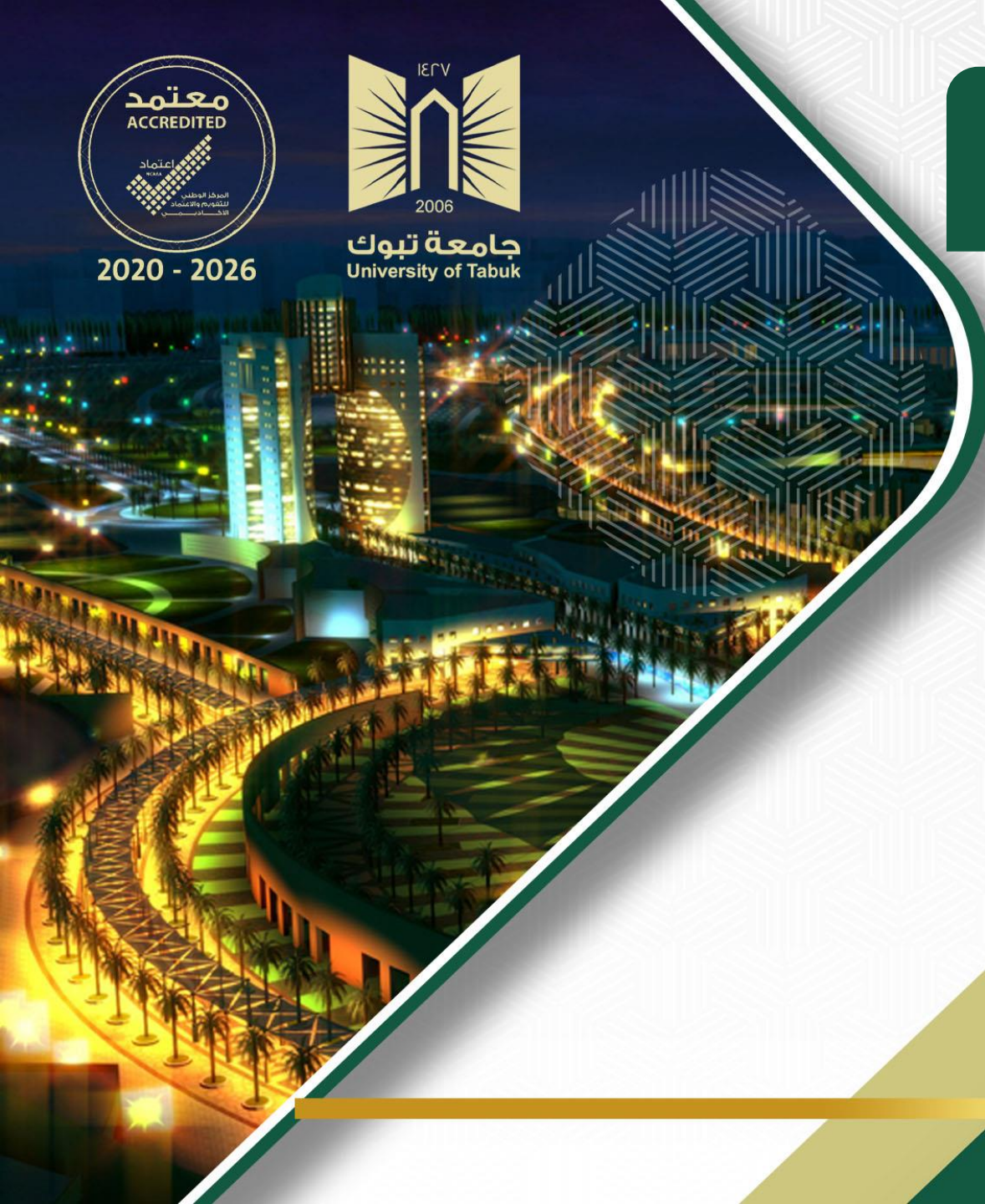




2020 - 2026



جامعة تبوك  
University of Tabuk



# Business English Communication Skills for HR Employees

Presented By  
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English Language Institute

# Business English Communication Skills for HR Employees



**DAY 1:**

**MAKING AND RECEIVING CALLS**

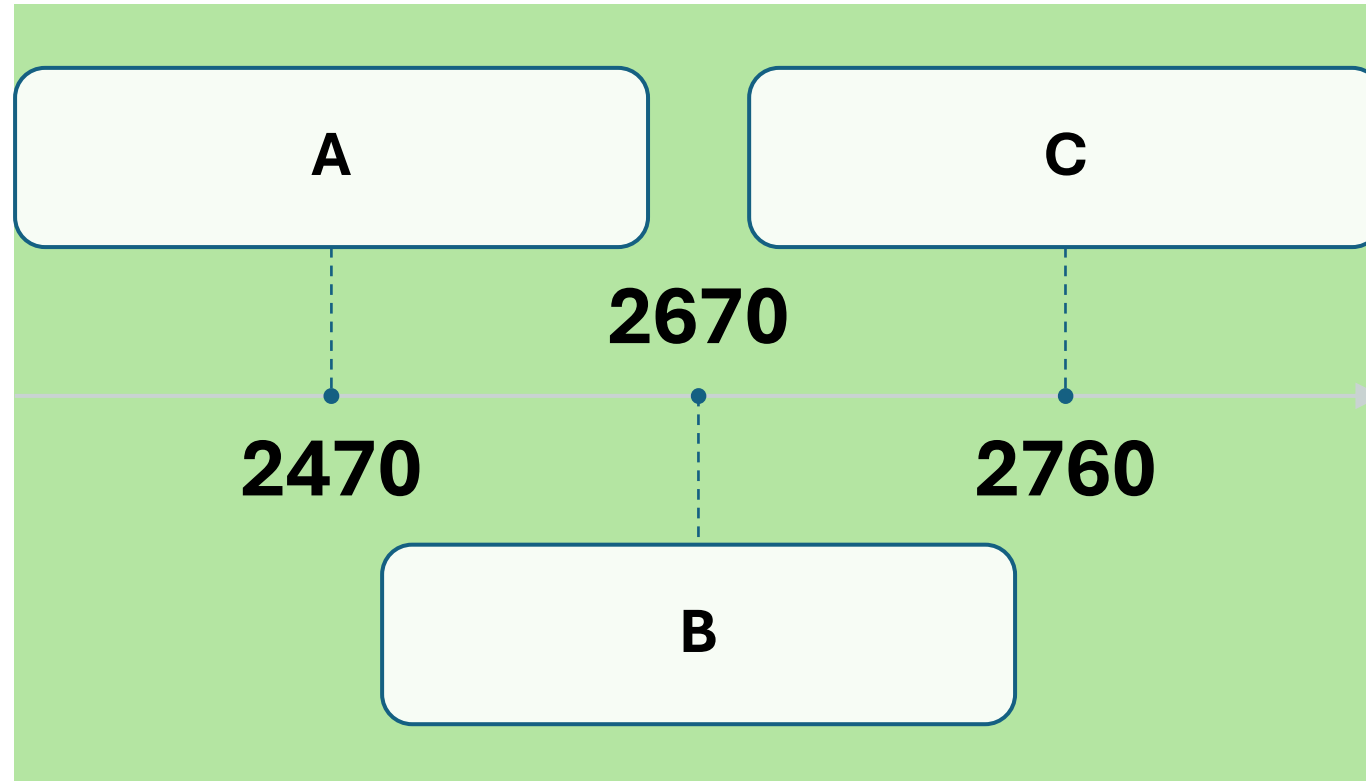


**DAY 2:**

**WRITING PROFESSIONAL EMAILS**

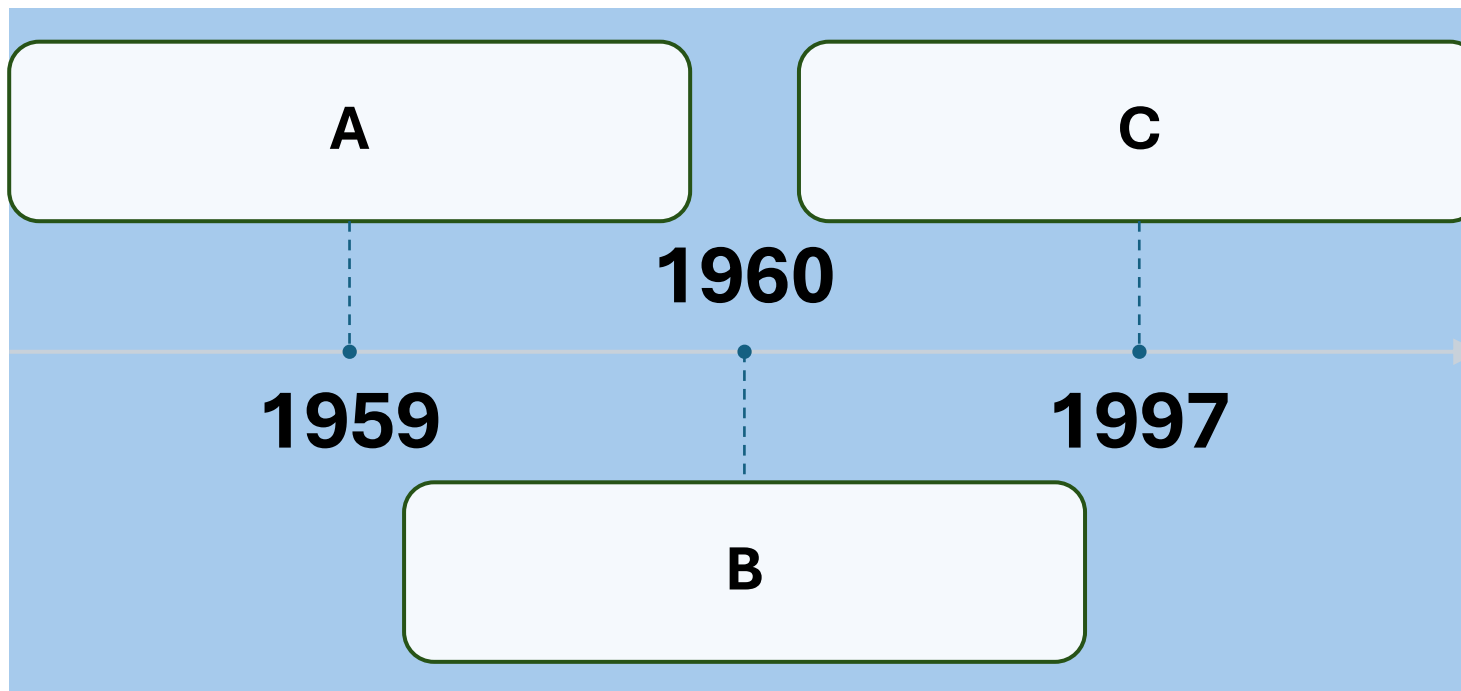
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# Lead In Activity

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# Day 1: Making and Receiving Calls

- **Session 1: Introduction to Professional Communication**
- **Objective:** Understand the importance of professional communication in business.
- **Content:**
  - Introduction to the workshop.
  - Overview of business communication and its significance in HR roles.
  - Importance of tone, clarity, and etiquette.



# Please Watch the Video:

<https://youtu.be/pNJW7Axlx-0?si=27ONkPFjrL8ibVV9>





# Overview of Business Communication in HR Roles

- **Role of Communication:** Central to HR management tasks including recruitment, policy communication, and employee relations.
- **Impact:** Effective communication ensures clarity and alignment between organizational goals and employee understanding.
- **Significance:** Essential for engaging a diverse workforce and maintaining professional standards.



# Importance of Tone, Clarity, and Etiquette

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**Tone:** Influences emotional context and perception; crucial for positive responsiveness.

**Clarity:** Avoids misinterpretations by being straightforward and easy to understand.

**Etiquette:** Governs acceptable professional behaviours; maintains respect and professionalism.

**Outcome:** Builds trust, respect, and professionalism in communications.





## Session 2: Making Professional Calls

- **Objective:** Learn how to make professional phone calls in English.
- **Content:**
  - Key phrases and vocabulary for starting a call, introducing oneself and the topic.
  - Structure of a professional call.
  - Role-playing exercise: Participants practice making calls with partners.



# Part 1: Telephone Communication

- **Main Points:**
- **Professional Greetings and Closings:**  
Start and end calls professionally to set the right tone.
- **Clarifying and Confirming Information:**  
Ensure clarity and accuracy in communication.
- **Dealing with Difficult Calls:** Strategies for handling challenging interactions.



# Language for Making Phone Calls:

## Starting

### Starting the Call:

- "Good morning/afternoon, this is [Your Name] from [University Name]. May I speak with [Recipient's Name] please?"
- "Hello, this is [Your Name] calling from [Department or University Name]. How are you today?"

## Stating

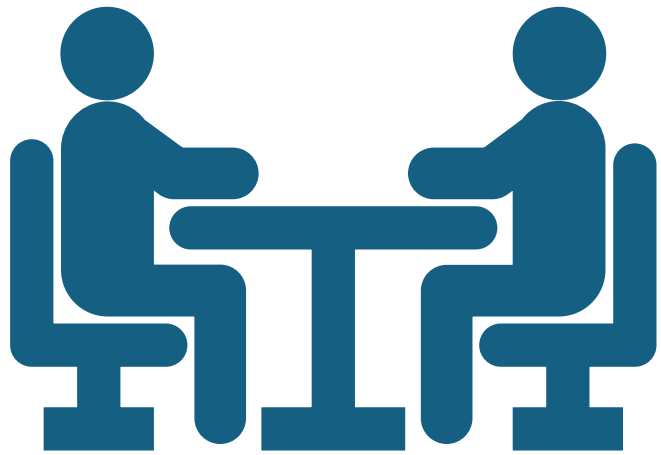
### Stating the Purpose of the Call:

- "I'm calling regarding your recent inquiry about our HR policies."
- "I am contacting you to confirm the details of our upcoming meeting."

## Ending

### Ending the Call:

- "Thank you for your time. Should you have any further questions, please don't hesitate to contact me."
- "I appreciate your help. I'll make sure to send the requested documents by tomorrow. Have a great day!"



## Activity Prompts:

- **Role-play:** In pairs, practice making and receiving calls using the provided scripts. One person plays the HR employee, and the other plays a staff member with inquiries.
- **Feedback Session:** After the role-play, partners provide feedback on tone, clarity, and use of language.



# Session 3: Receiving Calls and Handling Queries

**Objective:** Develop skills to effectively receive calls and handle queries in English



## Content:

Essential phrases for answering calls and greeting callers.

Techniques for effective listening and responding.

Managing difficult calls or requests.





# Tips for effective listening:

- Show understanding, ask clarifying questions, summarize the caller's needs.
- Be fully present and attentive in the conversation
- Ask open-ended questions to encourage further responses and learn more
- Paraphrase and summarize what the other person is saying to make sure you fully understand
- Listen to understand rather than to respond
- Demonstrate patience by focusing on the other person, instead of your own thoughts

# Making and Receiving Calls in Business English

## Key Points Summary:

### Professional Greeting:

Always start with a polite greeting and introduce yourself and your department.

### Stating Purpose:

Clearly state the purpose of the call early to guide the conversation.

### Listening Skills:

Active listening is crucial. Acknowledge what the caller says and clarify if needed.

### Closing a Call:

Summarize key points discussed and confirm any next steps before ending the call.

### Useful Phrases:

### Greeting:

"Good morning/afternoon, this is [Your Name] from [Department], how can I assist you today?"

### Stating Purpose:

"I am calling to discuss/update/inquire about..."

### Seeking Clarification:

"Could you please clarify..."

### Wrapping Up:

"Thank you for your time. Just to summarize..."

# Language for Receiving Phone Calls:

## 1. Answering the Call:

1. "Good morning/afternoon, [University Name], [Your Name] speaking. How can I assist you today?"
2. "Hello, this is [Your Name] at [University Name], how may I help you?"

## 2. Responding to Queries:

1. "Certainly, I can help with that. May I have your name and the details of your request?"
2. "I'd be happy to assist with that. Could you please provide me with more specifics so I can address your needs accurately?"

## 3. Transferring or Holding:


1. "May I put you on hold for a moment while I retrieve that information for you?"
2. "I will need to transfer you to our admissions department for that inquiry. May I transfer your call?"




# Key Vocabulary and Phrases:

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**Greetings:** "Good morning, [University Name], [Your Name] speaking. How may I help you?"



**Clarifying:** "Could you please clarify what you mean by...?"



**Confirming:** "Just to confirm, you would like us to..."



**Handling Difficulties:** "I understand the situation, let me see how I can best assist you."

# Example Dialogs:

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1. **Caller:** "Hi, I was looking into our holiday policies and needed some clarification."
2. **You:** "Of course, I'd be happy to help. What specific information are you looking for?"
3. **Caller:** "I'm wondering about the carry-over policy for unused vacation days."
4. **You:** "Sure, I can clarify that. Our policy allows for up to 5 days to be carried over to the next year. Anything beyond that is unfortunately forfeited."



# Scenario 1: Request for Leave Approval

- **Background:** An employee calls to ask about the status of their leave request, which they submitted two weeks ago but have not received any update.
- **Task:** You need to reassure the employee, check the status of their leave request in the system, and provide them with clear information or next steps.



# Scenario 1: Request for Leave Approval

- **Employee:** "Hello, this is Kosay from the English Language Institute. I submitted my leave request two weeks ago and haven't heard anything back. Could you help me check the status?"
- **HR:** "Good morning, Kosay. Thank you for calling. Let me quickly pull up your records. Could I have your employee ID, please?"
- **Employee:** "Sure, it's 456789."
- **HR:** "Thank you, Kosay. I see here that your request is still under review by your department head. I will send them a reminder today and ensure that you receive an update by tomorrow. Is there anything else I can assist you with while we're on the line?"
- **Employee:** "No, that's everything. Thanks for your help!"
- **HR:** "You're welcome, Kosay. We'll sort this out as quickly as possible. Have a great day!"

## Scenario 2: Handling a Salary Discrepancy

- **Background:** An employee calls HR to report a possible error in their latest paycheck; they believe they have been underpaid.
- **Task:** Listen to the employee's concerns, gather necessary details (e.g., amount expected, hours worked), and advise them on how this issue will be addressed, including who will follow up and the expected timeframe.

# Scenario 2: Handling a Salary Discrepancy

- **Dialogue:**
- **Employee:** "Hello, this is John Smith from customer service. I've noticed a discrepancy in my latest paycheck. It looks like I've been underpaid this month."
- **HR:** "Hello John, I'm sorry to hear that. Let's sort this out. Could you please provide the details of the discrepancy?"
- **Employee:** "Yes, my paycheck is \$200 less than usual. I haven't taken any days off, and my overtime hours haven't been included."
- **HR:** "Thank you for clarifying, John. I will investigate this immediately with our payroll team and update you by the end of the day. We'll ensure any corrections needed are made promptly."
- **Employee:** "Thank you for addressing this quickly."
- **HR:** "Of course, John. We want to make sure everything is correct on your end. Thank you for your patience."



Remember,  
The way you introduce  
yourself and your  
clarity in stating the  
purpose of your call  
can make a  
significant difference  
in how the conversation  
unfolds.

# Day 1 Quiz: Telephone Communication

- **Question 1:** What is the best way to start a professional phone call?
- A) "Hey, what's up?"
- B) "Good morning, this is [Your Name] from [Your Department]. How may I help you today?"
- C) "Who is this?"
- D) "Yo! Listen!"
- **Question 2:** When is it appropriate to put a caller on hold?
- A) Immediately after they start speaking
- B) Without informing the caller
- C) After asking for their permission and explaining the reason
- D) You should never put a caller on hold

- **Question 3:** Which of the following is an example of active listening?
  - A) Interrupting the caller to make your point
  - B) Listening to the caller while typing an unrelated email
  - C) Repeating back what the caller has said to confirm understanding
  - D) Waiting for the caller to finish speaking so you can hang up
- **Question 4:** What should you do if you receive a call meant for another department?
  - A) Hang up immediately
  - B) Tell the caller they dialed the wrong number and end the call
  - C) Transfer the call to the appropriate department after explaining what you are doing
  - D) Ignore the call
- **Question 5:** How should you end a professional phone call?
  - A) Abruptly hang up once the main discussion is over
  - B) Politely summarize the call's key points and confirm any next steps
  - C) Tell the caller you're busy and need to go
  - D) Wait for the caller to hang up first



**End of day one**



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# Day 2: Writing Professional Emails

- **Session 1: Basics of Business Emails**
- **Objective:** Understand the structure and style of business emails.
- **Content:**
  - Components of a business email (subject line, greeting, body, closing).
  - Common phrases and format for requests, responses, and notifications.



# Part 2: Email Writing

- **Main Points:**
- **Structure of a Business Email:** Importance of a clear subject line, appropriate greeting, concise body, and professional closing.
- **Tone and Style:** Maintaining formality and professionalism.
- **Responding to Queries and Making Requests:** How to write clear and effective responses.
- Components of a business email: Subject Line, Greeting, Body, Closing.
- Example of a good subject line: "Request for Meeting: HR Policy Discussion".



# Structure of a Formal Email:

**Subject Line:** Clear and concise, indicating the purpose of the email.

- Example: "Request for Information on Annual Leave Policy"

**Greeting:** Politely address the recipient.

- Example: "Dear Mr. Smith," or "Hello Dr. Johnson,"

**Introduction:** Briefly introduce yourself (if necessary) and state the purpose of your email.

- Example: "I hope this message finds you well. I am writing to request further information regarding our university's annual leave policy as discussed in our previous meeting."

**Body:** Detail your request or provide the information required.

- Example: "Could you please provide the documentation or direct me to the appropriate contact who manages this policy? I am particularly interested in understanding how the leave balances are calculated and accrued."

**Closing:** Wrap up your email with a polite closure and call to action if needed.

- Example: "Thank you for your attention to this matter. I look forward to your prompt response. Please let me know if there's a convenient time to discuss this over the phone."

**Signature:** End with a professional signature.

- Example: "Best regards,  
[Your Name] [Your Position]  
[University Name] [Contact Information]"

# Example Emails:

## Request Email:

- **Subject: Request for Updated Contact Information**
- **Dear Dr. Kosay,**
- **I hope this message finds you well. I am updating our department's contact list and would appreciate if you could confirm your current telephone number and email address at your earliest convenience.**
- **Thank you for your cooperation.**
- **Best regards,**
- **[Your Name]**
- **[Your Position]**



## — Response to an Inquiry:

- **Subject: RE: Inquiry About Annual Leave Policy**
- **Dear Dr. Kosay,**
- **Thank you for reaching out with your question about the annual leave policy. Employees are entitled to 30 working days of paid annual leave, which can be accrued and carried over to the first quarter of the next year.**
- **Please let me know if you need further clarification or additional information.**
- **Best regards,**
- **[Your Name]**
- **[Your Position]**





# Activity :

- **Draft an email responding to a faculty member requesting information about policy of the annual air tickets**
- **Key Points Summary:**
- **Email Structure:** Follow a clear structure—Subject, Greeting, Introduction, Body, Closing.
- **Clarity and Conciseness:** Keep emails concise; use clear language and bullet points for important details.
- **Formality and Tone:** Maintain a polite and professional tone, even when addressing issues or conflicts.
- **Useful Phrases:**
- **Opening Lines:** "Thank you for your email regarding...", "I hope this message finds you well."
- **Making Requests:** "Could you please provide...", "I would appreciate if you could..."
- **Closing Lines:** "Thank you for your attention to this matter.", "Please let me know if you need any further information."

# PEER REVIEW

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**Participants exchange their drafts and provide constructive feedback on structure, tone, and clarity.**



# Session 2: Crafting Effective Emails

- **Objective:** Practice writing emails for various business contexts.
- **Content:**
  - Tone and formality in emails.
  - Tips for clear and concise communication.
  - Handling sensitive information or requests via email.

# Tips for Writing Formal Emails:

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01

**Be concise and to the point.** Avoid unnecessary details that can clutter your main message.

02

**Use professional language.** Avoid slang and overly casual language.

03

**Proofread before sending.** Ensure there are no typos or grammatical errors.

04

**Use a polite tone.** Even when conveying urgency or correcting a mistake, maintain a respectful tone.

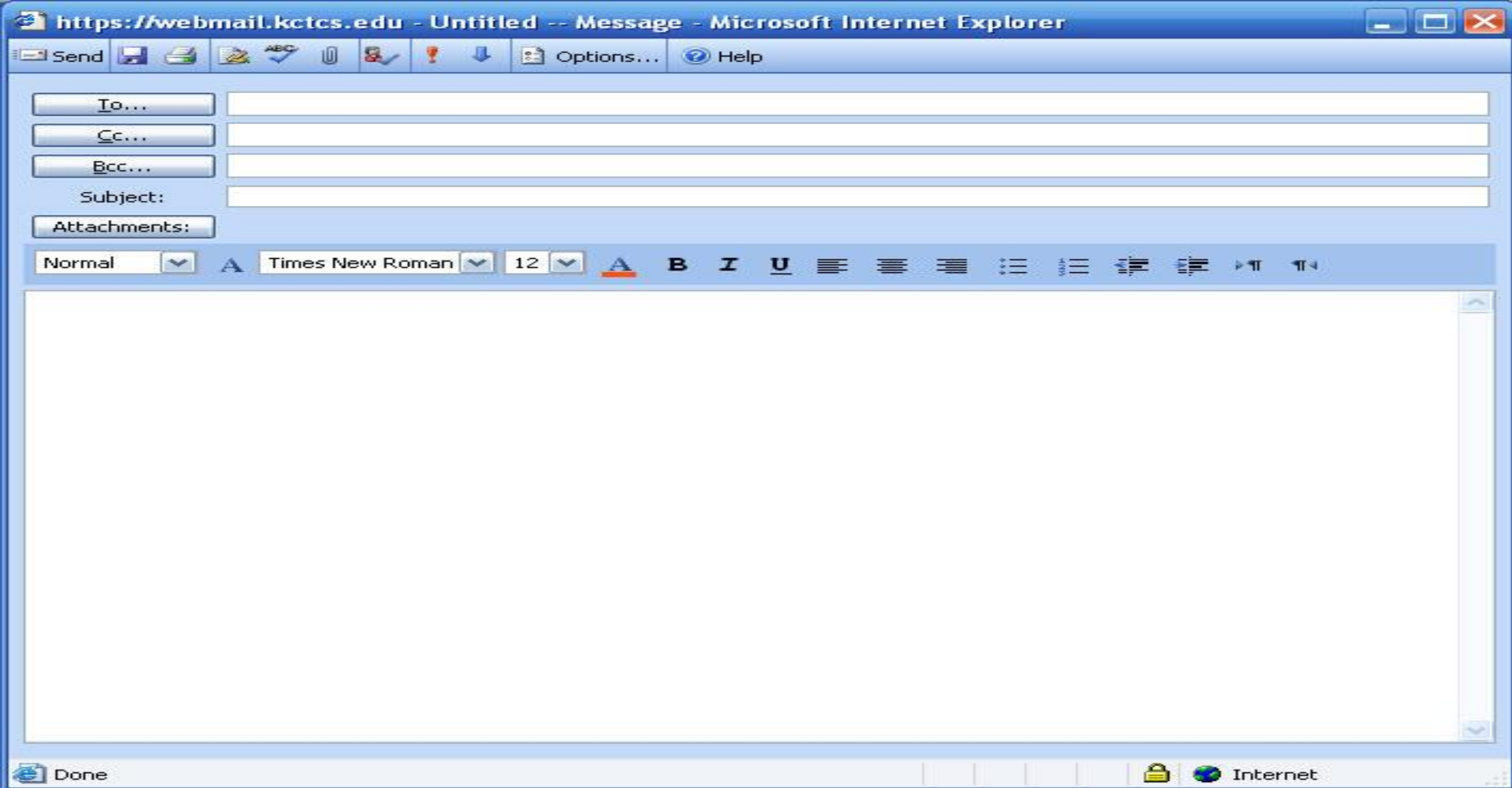


## Key Vocabulary and Phrases:

- **Subject Lines:** "Request for Information: 2021 Holiday Policy"
- **Openings:** "Thank you for your email regarding..."
- **Body:** "I would like to inquire about...", "Could you please provide details on..."
- **Closings:** "Thank you for your attention to this matter. I look forward to your prompt response."
- **Signature:** Best regards, [Your Name] [Your Position] [University Name]  
[Contact Information]"

# Scenario 1: Job Offer Clarification

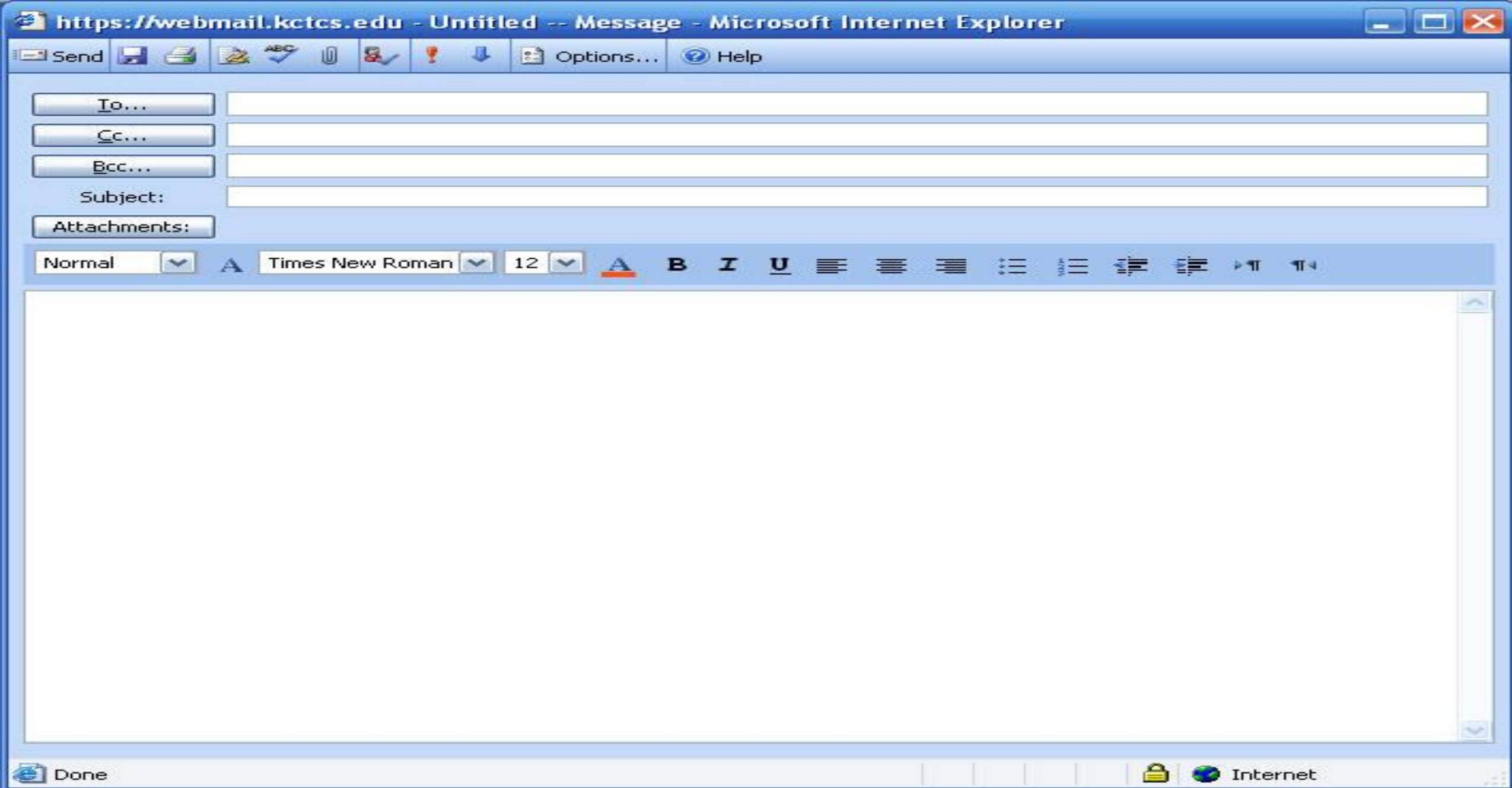
- **Scenario 1: Job Offer Clarification**
- **Background:** A candidate who recently received a job offer emails to ask for more details about the health benefits mentioned in the offer letter.
- **Task:** Write an email to provide a detailed explanation of the health benefits, including coverage options, premiums, and how to enroll. Encourage the candidate to ask further questions if they have any.





## Scenario 2: Announcing a Training Session

- **Background:** You need to inform all department managers about an upcoming mandatory training session on new software being implemented across the company.
- **Task:** Compose an email that includes the training date, time, location, and objectives. Explain why this training is important and require managers to confirm their attendance or send a representative if they are unable to attend.



## Day 2 Quiz: Writing Professional Emails

- **Question 1:** What should the subject line of a business email do?
- A) Be vague to spark curiosity
- B) Provide a clear indication of the email's content
- C) Be left blank
- D) Include only the sender's name
- **Question 2:** Choose the best opening line for an email requesting information:
- A) "Hey, I need info."
- B) "Dear Mr. Smith, I hope this message finds you well. I am writing to request further details about..."
- C) "What's up?"
- D) "Yo, give me the details."

- **Question 3:** What is an appropriate closing for a professional email?
  - A) "Later gator!"
  - B) "Best regards, [Your Name]"
  - C) "Yours, [Nickname]"
  - D) "That's all, folks!"
- **Question 4:** Which of the following should be avoided in professional email communication?
  - A) Concise language
  - B) Casual language and slang
  - C) Proper punctuation
  - D) A clear call to action
- **Question 5:** When is it appropriate to use BCC in an email?
  - A) When sending a general announcement where recipients do not need to see each other's emails
  - B) When you want to gossip about one of the recipients
  - C) For every email, as a standard practice
  - D) When you want to surprise someone

# Closing Session

**Objective:** Recap and reinforce learning, gather feedback.

**Content:**

Review of key learnings from both days.

Open Q&A.

Feedback collection on the workshop's effectiveness and areas of improvement.

# Wrap up

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"As we wrap up our workshop, let's briefly recap our key learnings from these sessions. We've covered making and receiving calls and writing emails all essential components of professional communication in HR. Thank you for your active participation. Please take a moment to fill out the feedback form as it will help us improve future workshops."



Each session is structured to transition smoothly from theory to practical application, ensuring that participants not only learn but also apply their new skills in realistic scenarios. This approach should help reinforce learning and build confidence in their communication skills.

# Feedback Form

[https://docs.google.com/forms/d/e/1FAIpQLSeLk1WAS355Gx\\_UDzh75a0JvsMKHorkOULQ9w4-3u9xaCuPHg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSeLk1WAS355Gx_UDzh75a0JvsMKHorkOULQ9w4-3u9xaCuPHg/viewform?usp=sf_link)





# Thank you

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Floor is open for discussion