



Business English and Communication





Duration: 3 Days

Related Courses:

Academic Writing and Research,
English Grammar & Literacy,
Business Writing Skills,
Professional Communication,
Presentation Skills

Course Overview and Objectives

This 3 day programme develops the core communication skills needed for academic, corporate, and real-world success. Learners will strengthen spoken, written, and interpersonal communication while building vocabulary, professionalism, confidence, and cultural awareness. By the end of the programme, participants will be able to write clearly, speak confidently, collaborate effectively, and communicate professionally in academic and workplace contexts.

Pre-requisites:

No prior specialised training required. Suitable for Beginner, Intermediate, and Advanced English users (aligned with CEFR A2–C1).

Business English and Communication

Foundations of business English and communication

- Understanding what Business English is
- Identifying communication goals
- Introducing yourself in professional contexts
- Organising information logically in speech and writing
- Structuring simple business messages
- Recognising tone and politeness levels
- Building confidence in everyday workplace English
- Practising clear pronunciation and pacing
- Using basic business vocabulary correctly
- Listening for key information
- Responding appropriately in conversations
- Understanding academic vs professional communication
- Beginning to analyse audience and context
- Comparing formal and informal communication styles

Foundational business writing

- The purpose of a business email
- Using simple sentence structures
- Planning short written messages
- Writing clear subject lines
- Using professional expressions
- Checking spelling and grammar basics
- Formatting simple emails consistently
- Practising short workplace writing
- Editing writing for clarity and tone

Vocabulary building and everyday business language

- Learning essential workplace vocabulary
- Understanding word meaning in context
- Using synonyms to improve clarity
- Practising common business phrases
- Building confidence with phrasal verbs
- Learning vocabulary for meetings and tasks
- Using adjectives to describe work situations
- Developing terminology for roles
- Practising vocabulary in real-life scenarios
- Strengthening fluency through repetition

Professional speaking fundamentals

- Practising clear greetings and introductions
- Using polite question forms
- Expressing agreement and simple opinions
- Giving short explanations
- Participating in simple discussions
- Building confidence through guided practice



Purposeful Communication
Whether you're writing a short email or preparing a full business proposal, you follow the same essential communication process.



Language That Works
Your words don't need to sit flat on the page. You'll learn practical ways to make your writing and speaking more engaging, persuasive, and memorable.

Professional speaking and presentation skills

- Understanding a professional presentation
- Structuring ideas clearly for different audiences
- Using voice, clarity and pacing to enhance delivery
- Highlighting key information through emphasis
- Organising thoughts and transitions effectively
- Exploring alternative ways to communicate concepts
- Applying persuasive speaking strategies
- Presenting information using structured visual support
- Incorporating appropriate tone and professional language
- Concluding presentations with confidence and precision

Intermediate business writing

- Understanding intermediate writing expectations
- Identifying the purpose and audience of each document
- Structuring paragraphs with clarity and cohesion
- Editing writing for accuracy and flow
- Strengthening sentence variety and transitions
- Enhancing tone through appropriate word choice
- Rewriting informal text into professional language
- Adjusting writing style for different business contexts
- Interpreting document requirements effectively
- Organising multi-paragraph messages coherently
- Managing formatting for visual clarity
- Refining text using proofreading techniques
- Strengthening coherence across sections
- Adjusting tone and register for professionalism

Meetings and workplace interaction

- Preparing for workplace discussions
- Understanding meeting etiquette and expectations
- Contributing ideas clearly and respectfully
- Responding to others with professionalism
- Communicating agreement or disagreement politely
- Recording key points during spoken interactions

Workplace reading and information processing

- Reading workplace documents for essential meaning
- Identifying main ideas in business texts
- Summarising information accurately
- Interpreting written instructions and procedure

Intermediate vocabulary and language development

- Learning vocabulary for formal and business contexts
- Using descriptive language to communicate clearly
- Applying connectors to link ideas smoothly
- Strengthening vocabulary through guided practice



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Unlimited Expression
Language offers endless opportunities for creativity. Through vocabulary development, structured phrasing, and polished delivery.



Professional Presence
Effective communication is not only about what you say, but how you present it.

Advanced professional writing and executive communication

- Understanding strategic written communication
- Structuring complex multi-section documents
- Creating concise executive overviews and summaries
- Managing detailed information for clarity and precision
- Applying advanced formatting for presentations
- Integrating supporting evidence into formal writing

High-impact presentations and persuasive messaging

- Understanding the components of a compelling presentation
- Choosing the right structure for message delivery
- Selecting appropriate visual and verbal communication styles
- Adapting content for different audiences and environments
- Refining messaging for clarity, confidence, and impact
- Enhancing delivery through professional speaking techniques

Leadership communication and influencing skills

- Applying language strategies for persuasion and leadership
- Managing difficult conversations with tact and professionalism

Workplace negotiation and advanced interaction skills

- Getting started with negotiation language and approaches
- Building rapport and setting communication tone
- Using strategic phrasing to guide discussions
- Managing disagreements constructively
- Creating shared understanding in collaborative settings
- Presenting solutions and leading toward outcomes
- Maintaining professionalism throughout negotiation
- Concluding agreements and confirming next steps

Advanced vocabulary, register and communication style mastery

- Understanding levels of formality and audience expectations
- Getting started with advanced synonyms and precision language
- Applying nuanced vocabulary in academic or business contexts
- Enhancing descriptions through vivid and accurate phrasing
- Adjusting tone for diplomacy, empathy, or authority
- Using structured transitions to improve message flow
- Adding emphasis and clarity through selective word choices
- Refining language for professional correspondence
- Highlighting key ideas using rhetorical techniques
- Reviewing overall communication for cohesion and impact