

**MSS SUCCESS SPACES**

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## SPEAK WITH CONFIDENCE

### Spoken English Proficiency Training in the Philippines: Improving Workplace Communication, Confidence, and Professional Fluency

#### TRAINING OVERVIEW

Effective spoken English has become one of the most valuable workplace competencies in today's global business environment. Whether communicating with customers, clients, colleagues, managers, suppliers, or international stakeholders, employees who speak English confidently, clearly, and professionally build stronger relationships, reduce misunderstandings, improve collaboration, and represent their organizations more effectively.

Many professionals possess adequate English grammar and vocabulary but struggle to communicate fluently during meetings, presentations, telephone conversations, interviews, customer interactions, and everyday workplace discussions. Common challenges include hesitation, lack of confidence, limited vocabulary, incorrect pronunciation, grammatical errors while speaking, difficulty organizing thoughts, and fear of making mistakes.

This **Spoken English Proficiency Training in the Philippines** is designed to help participants become more comfortable, confident, and effective English speakers in professional workplace situations. Rather than focusing on memorizing grammar rules, the program emphasizes practical application through guided conversations, workplace simulations, speaking exercises, role plays, coaching, and continuous facilitator feedback.

Participants will progressively strengthen their ability to think, organize ideas, express opinions, ask questions, participate in discussions, explain information, and communicate professionally in English across a wide variety of workplace situations.

#### TRAINING GOAL

To improve participants' confidence, fluency, pronunciation, vocabulary, grammar usage, and overall effectiveness in spoken English for professional workplace communication.

#### TRAINING OBJECTIVES

By the end of the training, participants will be able to:

- Speak English with greater confidence and reduced hesitation.
- Organize thoughts logically before speaking.
- Improve pronunciation, clarity, and intelligibility.
- Apply appropriate grammar naturally during conversations.
- Expand workplace English vocabulary and expressions.
- Participate actively in meetings and discussions.
- Ask and answer questions confidently.
- Explain ideas, procedures, and recommendations clearly.
- Build stronger professional relationships through effective spoken communication.

## TRAINING OUTLINE

| Time              | Modules and Topics                                                                                                                                                                                                                                                                 | Activity and Output                                                                                                                                                                                                                                                                                                                                      |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:00 AM–10:00 AM  | <b>MODULE 1: BUILDING CONFIDENCE IN SPOKEN ENGLISH</b> <ul style="list-style-type: none"> <li>Identifying personal speaking barriers</li> <li>Thinking before speaking</li> <li>Organizing ideas logically</li> <li>Speaking with confidence instead of perfection</li> </ul>      | <b>Activity: "Speak Without Fear Challenge"</b><br><br>Participants complete progressively difficult speaking activities while receiving coaching on confidence, organization, and delivery.<br><br><b>Outputs:</b> <ul style="list-style-type: none"> <li>Personal Speaking Assessment</li> <li>Individual Improvement Goals</li> </ul>                 |
| 10:00 AM–10:15 AM | <b>Morning Break</b>                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                          |
| 10:15 AM–12:00 NN | <b>MODULE 2: SPEAKING CLEARLY AND PROFESSIONALLY</b> <ul style="list-style-type: none"> <li>Pronunciation improvement</li> <li>Stress, intonation, and pacing</li> <li>Workplace vocabulary and expressions</li> <li>Speaking naturally and professionally</li> </ul>              | <b>Activity: "Say It Better Workshop"</b><br><br>Participants practice workplace conversations while receiving facilitator coaching on pronunciation, clarity, vocabulary, and professional delivery.<br><br><b>Outputs:</b> <ul style="list-style-type: none"> <li>Pronunciation Checklist</li> <li>Workplace Vocabulary Expansion List</li> </ul>      |
| 12:00 NN–1:00 PM  | <b>Lunch Break</b>                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |
| 1:00 PM–3:00 PM   | <b>MODULE 3: COMMUNICATING EFFECTIVELY IN THE WORKPLACE</b> <ul style="list-style-type: none"> <li>Asking effective questions</li> <li>Giving explanations and instructions</li> <li>Participating in meetings</li> <li>Handling workplace conversations professionally</li> </ul> | <b>Activity: "Workplace Conversation Lab"</b><br><br>Participants rotate through workplace scenarios involving meetings, customer interactions, supervisor discussions, problem-solving, and collaboration.<br><br><b>Outputs:</b> <ul style="list-style-type: none"> <li>Workplace Conversation Practice</li> <li>Facilitator Feedback Notes</li> </ul> |
| 3:00 PM–3:15 PM   | <b>Afternoon Break</b>                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                          |
| 3:15 PM–5:00 PM   | <b>MODULE 4: SPOKEN ENGLISH APPLICATION CHALLENGE</b> <ul style="list-style-type: none"> <li>Integrating confidence, fluency,</li> </ul>                                                                                                                                           | <b>Activity: "English Communication Challenge"</b><br><br>Participants complete an integrated workplace simulation requiring presentations,                                                                                                                                                                                                              |

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| Time | Modules and Topics                                                                                                                                                 | Activity and Output                                                                                                                                                                                     |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | pronunciation, and professionalism<br>• Responding to spontaneous questions<br>• Expressing opinions and recommendations<br>• Speaking with clarity under pressure | conversations, impromptu speaking, question handling, and group discussions entirely in English.<br><br><b>Outputs:</b><br>• Individual Speaking Demonstration<br>• Personal Spoken English Action Plan |

## TRAINING METHODS

The program utilizes MSS Corporation's engaging **EnterTRAINment®** methodology through:

- Guided Speaking Drills
- Pair and Group Conversations
- Workplace Simulations
- Pronunciation Coaching
- Vocabulary Building Activities
- Role Plays
- Group Discussions
- Impromptu Speaking
- Facilitator Coaching
- Individual Feedback
- Reflection Exercises
- Personal Action Planning