

ABOUT ACCES EMPLOYMENT

ACCES Employment is a non-profit charitable organization that has an over 25 year history of providing high quality programs and services to job seekers in Ontario.

In particular, ACCES Employment specializes in supporting new Canadians to find employment and prosper in their field of expertise.

ACCES serves over 15 000 individuals each year.

INNOVATION | DIVERSITY | EXCELLENCE



TESTIMONIALS

"This training has helped me communicate better with others. I am now more confident and I became a better leader, which allows me to take my career to the next level."

E. Chan
Project Manager

"I have talked with several employees who attended the Workplace Communication Advantage program and they thought it was excellent. The skills they learned go beyond English - they learned good business skills."

Joanna Kirke
HR Manager
TD Canada Trust

"I found the course very helpful. I have gained quite a lot of confidence when speaking to co-workers and managers."

B. Cui
Support Analyst

WORKPLACE COMMUNICATION Advantage

Workplace Communication Advantage

supports the mission of
ACCES Employment

For further details about our fees
and services, please contact:

Anita Carroll

416.443.9008

acarroll@acesemployment.ca

www.acesemployment.ca

Charitable Registration Number: 136747276RR0001

ACCES
EMPLOYMENT
Making Connections

WORKPLACE COMMUNICATION Advantage



INVEST ^{IN} THE SUCCESS

OF YOUR EMPLOYEES

ACCES
EMPLOYMENT
Making Connections



WORKPLACE COMMUNICATION ADVANTAGE

We offer a number of training options that are key to succeeding in today's competitive business environment. Workplace Communication Advantage:

- *provides customized communications training solutions with demonstrated results*
- *offers training directly in your workplace*
- *increases the quality of work and leadership in your employees*
- *is an important investment in the future success of your business*

WHAT ARE THE BENEFITS OF COMMUNICATION TRAINING?

With over 25 years of experience delivering a wide range of employment-related services, we have a solid understanding of what your employees need to succeed in the workplace. Communication training results in:

- *increased productivity and enhanced quality of work*
- *improved rapport with team members and customers*
- *stronger and more effective leadership and management skills*



COURSES

Course Name	Who should Attend?	Course Details
LANGUAGE FOR LEADERSHIP Develops persuasion, positive language and active listening	Professionals with English as a first or second language	This course reveals powerful communication strategies that enable employees to constructively contribute in team and client interactions. Three key communication areas are addressed: The Art of Persuasion, The Power of Positive Language, and Effective Listening. Through discussions, presentations and scenario role-plays, participants put into practice the phrases that motivate and inspire others.
SOUNDS OF ENGLISH Develops clear pronunciation and melodious speech	Individuals who speak English as a second language	This course develops clear, melodious speech patterns. Accurate enunciation is highlighted, with a focus on the mouth positions and airflow patterns of Canadian English vowel and consonant sounds. Melodic patterns and voice dynamics are also addressed, with attention to rhythm, stress, intonation, linking, phrasing, speaking speed and voice projection. The effectiveness of this group training is enhanced by detailed individual diagnostic assessments and by supplementary home-study using course CDs and online audio lab.
WRITING FOR RESULTS Develops business and technical writing skills	Employees with English as a first or second language	This comprehensive course develops effective business/technical writing skills, with an emphasis on style, format, organization, word choice, grammar and punctuation. Participants adopt a reader-focused, results-oriented approach to writing as they practise crafting various types of documents required on the job. With expert guidance and group feedback, this hands-on training enables participants to write with clarity and impact.
SPEAKING TO GROUPS Develops speaking skills for meetings and presentations	Employees with English as a second language	This advanced course develops effective speaking skills for meetings and brief presentations. Participants learn to organize and present ideas confidently using various presentation styles and strategies. This training develops the clear enunciation, key phrases, voice dynamics, non-verbal skills and cultural awareness that enhance audience connection and interaction. Each session includes group discussions or mini-presentations, some of which will be video-recorded.
SPEAKING STRATEGIES Develops verbal skills needed by technical team members	Technical professionals with English as a second language	This course improves interaction in technical teams. Within the context of job-related scenarios, participants learn essential communication skills and strategic phrases for developing good working relationships, organizing and presenting information and negotiating solutions. This training also enhances cultural awareness, grammar, vocabulary and pronunciation.