

ENGLISH LANGUAGE TRAINING PLAN					
Session	Topic	Training Objective	Methods of Instruction	Duration (Breakup)	Duration (Total)
<b>DAY 1</b>					
Test	Baseline Assessment	To assess participants on regional inflections, voice, and grammar before commencing training	Instructor-led Training (ILT); Audio-visual Files;	60 min.	240 min.
Welcoming the Participants	Welcome PPT	To give participants an overview of the Training Program and communicate behavioral parameters while in training	Voice Recording;	30 min.	
Language Skills	Parts of Speech	To help participants identify the nine parts of speech and their functions within sentences	Reading Exercises;	120 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day	Tongue-twisters; Free-speech Activities; Role Plays	30 min.	
<b>DAY 2</b>					
Language Skills	Tenses	To inductively review both structure and names of basic tenses	Instructor-led Training (ILT); Audio-visual Files;	90 min.	240 min.
Business Writing	Getting to the point	To enable participants to write concisely and to the point using lists/paragraphs	Writing Exercises	90 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 3</b>					
Language Skills	Active / Passive Voice	To help participants understand the difference between active and passive voice	Instructor-led Training (ILT); Audio-visual Files;	90 min.	240 min.
Business Writing	Tone of Messages	To enable participants to choose the right tone when writing	Writing Exercises	90 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 4</b>					
Language Skills	Subject-verb Agreement	Offer a hands on approach to learn subject-verb agreement--analyze sentences and identify subjects and verbs or pronouns and their antecedents in order to verify their agreement	Instructor-led Training (ILT); Audio-visual Files;	90 min.	240 min.
Business Writing	Organising thoughts	To help participants know how to structure paragraphs and sentences	Writing Exercises	90 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 5</b>					
Language Skills	Indianisms	To enable participants to avoid common Indian English expressions on calls by making them aware of spoken Indian English patterns	Instructor-led Training (ILT); Audio-visual Files;	90 min.	240 min.
Business Writing	Writing to keep the reader engaged	To help participants understand the different kinds of audience and how to write for them	Writing Exercises	90 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 6</b>					
Pronunciation	Word and Sentence Stress	To help participants perceive the difference between stressed and unstressed syllables in English and consequently, improve their understanding of the rhythm of words and phrases with correct stress and intonation	ILT; Audio-visual Files; Reading Exercises; Free-speech Activities; Role Plays	60 min.	240 min.
		Voice Perceptions - 1 and 2		To explain the importance of voice, by its quality and pitch, in phone conversations; to explain what a conversational tone and telephone voice are, and impart tips on how to sound courteous at all times	
Language Skills	Contemporary Idioms and Phrases	To enable participants to recognize and understand contemporary idiomatic expressions and make use of them in conversations		60 min.	
Pronunciation	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 7</b>					
Language Skills	Use of Positive Language	To illustrate ways of communicating in a more positive way that is more likely to elicit cooperation rather than argument or confrontation; using positive language to project a helpful, positive image rather than a destructive negative one	ILT; Audio-visual Files; Role Plays	90 min.	240 min.
Business Writing	Softening negative messages	Help participants soften negative messages that they write on e-mail		90 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
<b>DAY 8</b>					
Pronunciation	Pronouncing the Alphabet; Days of the Week; Months of the Year; Numbers	To illustrate the most accepted forms of pronouncing common words	ILT; Reading Exercises; E-mail Writing Exercises	120 min.	240 min.
E-mail Etiquette	Parts of an E-mail - Part 1	Help participants use the right etiquette in 'to' and 'cc' columns; subject lines and opening of an e-mail		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	

DAY 9					
<b>E-mail Etiquette</b>	Parts of an E-mail - Part 2	Help participants use the right etiquette in structuring the e-mail, using numbers and lists, closing and signatures	ILT; Reading Exercises; E-mail Writing Exercises	90 min.	240 min.
<b>Grammar Practice</b>	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the past few days		150 min.	
DAY 10					
<b>Practice</b>	Practical Session	Practice exercises to prepare for the assessment	ILT; Voice Recording; Reading Exercises; Free- speech Activities	60 min.	240 min.
<b>Post-training Assessment</b>	Post-training Evaluation	To check the progress participants have made with their English Language skills and to give individual feedback to participants		180 min.	