

LANGUAGE, VOICE, AND ACCENT TRAINING PLAN

Session	Topic	Training Objective	Methods of Instruction	Duration (Breakup)	Duration (Total)
DAY 1					
Test	Baseline Assessment	To assess participants on regional inflections, voice, and grammar before commencing training	Instructor-led Training (ILT); Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	Could be done a day before the commencement of training. The duration of this exercise depends on the number of participants for the Program.	
Welcoming the Participants	Welcome PPT	To give participants an overview of the Training Program and communicate behavioral parameters while in training			
Accent & Pronunciation	Speech Organs	To understand the ways sounds are created in the oral cavity; to understand the progression from individual sound preparation to sounds in words and sentences.		30 min.	240 min.
	Vowel Sounds	To introduce participants to the twelve vowel sounds and their phonetic symbols		30 min.	
Language Skills	Parts of Speech	To help participants identify the nine parts of speech and their functions within sentences		60 min.	
US Culture	Cultural Overview 1: History and Ethnicity of the United States	To enable participants connect to their customers better by providing them an overview of the culture of the United States		30 min.	
	Fifteen States and Capitals	Help participants get the right pronunciation for each state, its capital, major cities, and postal code		30 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
DAY 2					
Accent & Pronunciation	Diphthongs	To introduce participants to the concept of vowel-sound combinations and their phonetic symbols	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	30 min.	240 min.
	Consonants	To introduce participants to the twenty-four consonant sounds and their phonetic symbols		30 min.	
Language Skills	Tenses	To inductively review both structure and names of basic tenses		60 min.	
US Culture	Cultural Overview 2: General Aspects of the United States	To enable participants connect to their customers better by providing them an overview of the US culture		30 min.	
	Fifteen States and Capitals	Help participants get the right pronunciation for each state, its capital, major cities, and postal code		30 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
DAY 3					
Accent & Pronunciation	Global English Principles	To impart universally accepted principles of pronunciation crucial for intercultural English communication	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	60 min.	240 min.
Language Skills	Active / Passive Voice	To help participants understand the difference between active and passive voice		60 min.	
US Culture	Cultural Overview 3: Politics	To enable participants connect to their customers better by providing them an overview of the US culture		30 min.	
	Twenty States and Capitals	Help participants get the right pronunciation for each state, its capital, major cities, and postal code.		30 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	

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DAY 4					
Accent & Pronunciation	Optimization to American English 1	To impart the essentials of pronunciation crucial for conversing effectively with native speakers of English in the US	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	60 min.	240 min.
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		60 min.	
US Culture	Greetings, Compliments, and Rebuttals	To help participants know the culture-specific ways of greeting, complimenting, and saying 'no' in a nice way		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
DAY 5					
Accent & Pronunciation	Optimization to American English 2	To impart the essentials of pronunciation crucial for conversing effectively with native speakers of English in the US	Excerpts from the Inscrutable Americans; ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	60 min.	240 min.
Language Skills	Indianisms	To enable participants avoid common Indian English expressions on calls by making them aware of spoken Indian English patterns		60 min.	
US Culture	Reading Between the Lines in Conversation	To help participants understand nuances in inflection and phrasing in customers that signify humor, sarcasm, frustration, and so on		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	
DAY 6					
Accent & 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	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	30 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.	
US Culture	Common First Names	Help participants pronounce the most common names of men and women in the United States as pronounced by native speakers of American English.		60 min.	
Accent & Pronunciation	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the day		60 min.	

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DAY 7					
Accent & Pronunciation	Intonations (questions, statements, set expressions)	To develop sensitivity to the rhythmic quality and 'speech music' of English; to raise participant awareness of intonation at the discourse level	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	30 min.	240 min.
	Liaisons and Reductions	To provide participants with a review and practice of linking, liaison, and major reduction patterns in American English		30 min.	
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		60 min.	
US Culture	Common Last Names	Help participants pronounce the most common names of men and women in the United States as pronounced by		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of		60 min.	
DAY 8					
Accent & Pronunciation	Pronouncing the Alphabet; Days of the Week; Months	Self-explanatory	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	60 min.	240 min.
Language Skills	American versus British Expressions	To help participants understand the difference in vocabulary use between American and British english		60 min.	
US Culture	Twenty States and Capitals	Help participants get the right pronunciation for each state, its capital, major cities, and postal code		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of		60 min.	
DAY 9					
Accent & Pronunciation	/s/, /z/, /iz/ sounds	To introduce participants to the correct as well as incorrect usage of these sounds	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	30 min.	240 min.
Language Skills	Differences between American and British	To bring out the crucial characteristics of the American way of speech		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of concepts learnt during the past few days		150 min.	
DAY 10					
Accent & Pronunciation	Minimal Pairs	To bring out the crucial differences in consonant sounds and the effects this has on clarity in phone conversations	ILT; Audio-visual Files; Voice Recording; Reading Exercises; Tongue-twisters; Free-speech Activities; Role Plays	60 min.	240 min.
Language Skills	Open-ended & close ended questions, Question	To help participants frame questions, using tools such as question tags		60 min.	
Practice	Practical Session	To demonstrate and apply the practical aspects of		120 min.	