

# MyEnglish Workplace course: case study

‘myEnglish Workplace course’ for an  
Indian, centralised government bank and  
regulatory body

April 2021

## How we helped staff members improve their English language skills

### Business need for doing a course

The bank was looking for courses for the assistants who coordinate with internal stakeholders or colleagues from other branches in the region.

### Reason for choosing British Council

The British Council brand name and reputation

### Name of course taken:

myEnglish Workplace online, blended learning course

**Scope of training:** Batch of 20

**Duration:** 50-hour course

### Learning outcomes:

- **Better workplace skills:** Improving verbal communication skills for the workplace by working on pronunciation, grammar and vocabulary. Enhancing soft skills through group discussions, delivering presentations and time management.
- **Confidence:** Learning to communicate in English at work with fluency, accuracy and confidence. Practicing using a range of business situations, from internal communications to dealing with clients.
- **Accuracy:** Practicing and fine-tuning written and spoken communication skills. Specific focus on using grammar and vocabulary accurately.



### English language and other skills:

- Listening
- Speaking
- Reading
- Writing
- Grammar
- Vocabulary
- Pronunciation
- Computer/IT skills
- Good study skills

**>80%**

Average participant self-rating of English language skills and other skills on the left

### Areas of myEnglish Workplace course:

- Professionally qualified teachers
- Delivery style
- Technical platforms, facilities and resources
- Sense of learning progress
- Individual attention received from the teachers
- Subject knowledge of the teacher
- Acquiring new knowledge and/or new skills in English
- Improvement in business communication skills

**>80%**

Average participant rating of key areas of myEnglish Workplace course on the left

## Qualitative feedback:

- *“I now feel confident while speaking with others and also at organising meetings.”*
- *“I gained new knowledge about how to deal with bosses, give presentations and how speak immaculately in a business meeting”*
- *“There has been an improvement in my business communication, particularly in my verbal skills and pronunciation.”*
- *“Usage of modifiers is a very important aspect of oral communication in office settings. This course helped me practice this.”*
- *“I think the framework of the course is highly structured and the course materials are balanced.”*
- *‘There are improvements in my way of approaching and dealing with various people in different situations. There are also improvements in my pronunciation skills.’*

