

MMM Training Solutions
Accent Neutralization Training



Contact Details

Email: Pramila.mathew@mmmts.com

Contact: Pramila Mathew, Phone: +91-98409 88449



Overview:

The objective of this training program will be to help participants understand and use a neutral English accent that can be easily understood by people from various cultures across the globe. The methodology will include a combination of presentations, activities, assignments, evaluations, practice and feedback.

Training Topics:

Accent Neutralization:

- Identifying and dealing with Mother Tongue Influence (MTI)
- Pronunciation
- Vowel Sounds and Consonant Sounds
- Using Inflection
- Using Intonation and syllable stress
- Pausing for effect
- Reducing Rate of Speech

Grammar:

- Subject-Verb agreement
- Pronouns
- Adjectives and Adverbs
- Prepositions & Articles
- Active and Passive Voice
- Tenses



Training Hours:

- Our recommendation is for 40 hours of training

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector & computer with CD and DVD drive
 - Digital voice recorder (If needed)
 - Folders/files for trainees to store their information/feedback
 - Audio speakers
 - List of client words that agents tend to make mistakes on (including scripts that have to be read to customers)
 - Pens and notepads for trainees