



ClientReady

Confidence. Communication. Career-ready

WEEK 1 – Workplace Communication Mastery

Goal: Learners *look and feel* like professionals

Topics Taught

1. First Impressions (The 7-Second Rule) - “You’re being assessed before you even speak.”

- How people judge:
- postur
- eye contact
- tone
- energy
- dress

2. Body Language & Presence

- Open vs closed posture
- Eye contact balance
- Voice projection
- Eliminating nervous habits

3. Speaking with Confidence

- Slowing down speech
- Avoiding filler words (“um”, “like”)
- Structuring answers simply

Practical Exercises

Exercise 1: “Walk In & Be Judged”

Exercise 2: “Say It Better”

Exercise 3: Video Playback

Exercise Outcomes:

- Learners can introduce themselves confidently
- Visible improvement in posture, tone, and clarity

WEEK 2 – Workplace Communication Mastery

Goal: Learners communicate like professionals, not students

Topics Taught

1 Workplace Communication Hierarchy

- Manager vs colleague vs client
- Tone differences

2. Clear Communication Framework

- Point → Detail → Close

3. Email & Messaging Basics

- Professional tone
- Clarity over length
- Common mistakes

4. Listening & Asking Questions

- Active listening
- Clarifying vs assuming

Practical Exercises

Exercise 1: “Translate This”

Exercise 2 - Role-play: “Manager Conversation”

Exercise 3: “Bad vs Good”

Exercise Outcomes:

- Learners sound credible in workplace conversations
- Reduced “immature communication” behaviours

WEEK 3 – Client Interaction & Real-World Scenarios

Goal: Learners handle real pressure situations confidently

Topics Taught

1 Customer/Client Mindset

- You represent the business
- Professional ≠ robotic

2. Handling Difficult Situations

- Complaints
- Being put on the spot
- Not knowing the answer

3. Thinking on Your Feet

- Simple response frameworks:
- Acknowledge → Respond → Close

Practical Exercises:

Exercise 1 -Role-play: “Difficult Customer”

Exercise 2 - Hot Seat Exercise

Exercise 3 - Scenario Cards

Exercise Outcomes

- Learners can handle pressure without freezing
- Confidence in real interactions

WEEK 4 – Professional Impact & Growth

Goal: Learners stand out and progress quickly

Topics Taught

1 What Employers Actually Value

- Reliability
- Attitude
- Initiative
- Communication

2. Taking Initiative

- Spotting opportunities
- Asking for more responsibility

3. Handling Feedback

- Not taking it personally
- Acting on it

4. First 90 Days Strategy

- How to build a reputation fast

Practical Exercises:

Exercise 1: “What Would Impress You?”

Exercise 2 - Personal Action Plan

Exercise 3 -Final Presentation