

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Take control of your English study!

BY ENGLISH HELPDESK

Welcome to April, MMJ TMs!

In this month's edition of the English Helpdesk Newsletter, we're very proud to announce our new "Helpdesk Success Stories!" Find out how we have helped your fellow TMs and how we can help you, too!

Also in this month's newsletter, there's information about the **April OPEN Workshop** where you'll have the chance to master five Business-English words and we'll tell you how you can review the March OPEN Workshop **On-Demand!**

There's never a bad time to brush up on your Business-English, so why not enrol in our Micron Moments course and learn with a Helpdesk Instructor?

We hope you have everything you need to **take control of your English study** and make a difference to Micron this month and beyond!

English Helpdesk

*The latest on
this month's issue:*

PAGE 1 - TAKE CONTROL!

PAGE 2 - PRACTICE WITH US!

**MICRON MOMENTS -
TELECONFERENCE SKILLS**

**EVENT - APRIL OPEN
WORKSHOP**

**MARCH OPEN WORKSHOP ON-
DEMAND**

**PAGE 3 - HELPDESK SUCCESS
STORIES**

HELPDESK CHAMPION!

MEET THE TEAM



OPEN WORKSHOP ON-DEMAND!



Study in your own time!

Couldn't join the March OPEN Workshop? That's OK! You have another chance! Study the March OPEN Workshop On-Demand and master a key business skill!

What is OPEN On-Demand?

- An interactive video summary of the key points from the OPEN Workshop
- Quizzes & additional material to help you review!
- A 30-minute at the English Helpdesk (virtual or F2F) so you can perfect the skill!

For the March OPEN Workshop On-Demand (Delegate Like a Pro!) [click here!](#)

5 KEY BUSINESS-ENGLISH WORDS YOU SHOULD KNOW (AND HOW TO USE THEM!)

Master these 5 words and instantly improve your English!

April's OPEN Workshop promises to be a great one! We'll be looking at 5 key Business-English words and how to use them. What are the words? Well, you'll have to join the April OPEN Workshop to find out!

April OPEN Workshop Topic: 5 Key Business-English Words You Should Know!

Goal: One English topic a month to help you with your work!

Who can join? Anybody, any level, for **free!**

Capacity: 100 TMs per workshop

Duration: 30 minutes

How? Zoom

April OPEN Workshop Dates:

Wednesday, April 14th: 9:00-9:30

Friday, April 16th: 9:30-10:00

Monday, April 19th: 16:30-17:00

Wednesday, April 28th: 11:30-12:00

[Book your seat early here!](#)

[See you all in April for the OPEN Workshop!](#)



TAKE CHARGE OF YOUR ENGLISH DEVELOPMENT WITH MICRON MOMENTS!



Learn key skills for presentations, meetings, social situations and more!

Micron Moments is the English Helpdesk's newest course for MMJ TMs!

Learn at your own pace, with your own Helpdesk instructor for 30-60 minutes every week!

We have over thirty Business-English skills to choose from, including:

- Presentation openings and Q&A techniques
- Key language for debate & discussion
- Social skills to build relationships with global TMs
- And many, many more!

For more information about our newest course and to [book a FREE consultation, click here!](#)

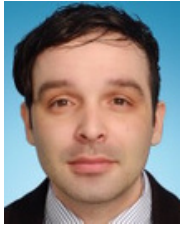


MEET THE TEAM!

Our excellent English instructors are ready to support you!



Neil McDonald is at the Hiroshima Helpdesk on Wednesdays and Thursdays. Neil is also working Fridays at the Hashimoto Virtual Helpdesk.



Brandon Kephart is at the Hiroshima Helpdesk all day on Tuesdays and Fridays.



Ethan Slay is at the Hiroshima Helpdesk all day on Mondays.



Richard Featheringham is at the Hashimoto Virtual Helpdesk on Tuesdays and Thursdays.

Micron English Helpdesk Operating Hours:

English support is available 5 days a week for Hiroshima, Hashimoto, Tokyo and Osaka TMs.

Please contact:
Englishhelp@micron.com

Hiroshima:

M-F 8:30-17:30
Red TMs - F2F available
Blue TMs - Zoom & Email Support

Hashimoto & Tokyo:

- Zoom & Email Support

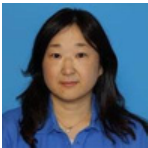


HELPDESK SUCCESS STORIES!

Read on to find out how the English Helpdesk has supported this Helpdesk Champion!

Welcome to the first Helpdesk Success Story! Each month we'll be interviewing an MMJ TM to find out how the English Helpdesk has helped them!

Our thanks go to Setsuko Ueno for her time and continuous support!



Setsuko Ueno

Why do you visit the Helpdesk Setsuko?

Setsuko: The English Helpdesk really helps me work better with team members in Boise and worldwide. I work with the Tapeout group and provide global support. It is critical that I must understand, respond correctly and clearly to requesters who have concerns and requests. Reticle mistakes are very expensive and communicating in English is critical. We need to keep high quality Tapeout. The Helpdesk really understands my work and the Tapeout process. They help me describe complex topics and can check my sentences and message tone.

Could you tell us about the support you receive?

Setsuko: I am really happy to receive English Helpdesk Support at the time when I need to respond with team members quickly. As you may know, we need to resolve issues on time. English Helpdesk members respond quickly to my requests. I prefer to wait for the Helpdesk to check before responding to important requests.

How does the English Helpdesk impact your work?

Setsuko: Sometimes, I have formal reports that I need to send out to upper management in Boise. As I use polite words in Japanese for our team members, I would like to send the letters in the appropriate mannered words to Boise people as well. The English Helpdesk members have experience helping Japanese team members communicate cross-culturally. I am much more comfortable using my English now and have the opportunity to practice at my convenience because the Helpdesk is readily available.

Want to find out how we can help you too? Great! Email us at EnglishHelp@micron.com or [visit our site to find out more!](#)