

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Aspire to be better in August!

BY ENGLISH HELPDESK

Happy August MMJ TMs!

We hope you all feel refreshed and recharged after the summer vacation! The Helpdesk is open from **8:30-17:30 5 days a week** to help you improve your English communication! In this month's newsletter, we'll be looking at a key cultural skill that will help you in presentations and when giving updates: **silence!** Find out more about this on page 2!

The **OPEN Workshop** is also back in August and this month, we'll be focusing on the difference between "by" and "until." When speaking about deadlines, we must use these words correctly so come along for 30 minutes and master these time prepositions! You can find more information about this workshop and our **OPEN On-Demand Workshop** (featuring 5 Tips for Better Emails) on page 2!

And finally, this month's **Helpdesk Champion** tells us how she wouldn't be able to make a difference at Micron without the English Helpdesk. Find out how we've helped her, and how we can help you, on page 3!

From all of us here at the English Helpdesk, have a safe and productive August!

English Helpdesk

*The latest on
this month's issue:*

**PAGE 1 - SPEAK UP AT THE
HELPDESK!**

PAGES 2 & 3 - PRACTICE WITH US!

EVENT - AUGUST OPEN WORKSHOP

JULY OPEN WORKSHOP ON-DEMAND

SILENCE IS GOLDEN!

**PAGES 3 - HELPDESK SUCCESS
STORIES**

HELPDESK CHAMPION!

MEET THE TEAM



SILENCE IS GOLDEN!

Silence & pauses are natural in English presentations!

Many non-native speakers feel that silence or pauses feel awkward to native English speakers. This is not true. In fact, many native speakers prefer speakers who pause instead of using fillers such as "umm" and "err."

This is especially true in presentations. Use **1- or 2-second pauses after** you make a **main point** and **in between** each sentence/paragraph. For example:

"We're on schedule to finish testing by the deadline. **(1-second pause)**."

We're also confident that we have enough resources to finish this project. **(1-second pause)**

So, the thing I'd like you all to remember from this slide is that our new analysis tool was a great success and we believe it can be replicated in future tests. **(2 or 3-second pause)**.

OK, let's move on to the next slide which shows the timeline."

The next time you have a presentation or you're giving an update in a meeting, don't be scared to introduce pauses and silence. We'd be happy to help you practice this skill at the English Helpdesk!

BY OR UNTIL? SPEAKING ABOUT DEADLINES IN ENGLISH!

Learn how to use these important time prepositions!

"By" and "until" are two of the most often-confused words in the English language. It's crucial, however, that we use them correctly as the meaning of our message can change dramatically if we use the wrong word. In this month's OPEN Workshop, we'll learn how to use both words correctly and there'll be plenty of time for you to practice and master these two, time prepositions!

August OPEN Workshop Topic: By or Until? Speaking about deadlines in English!

English Level: All

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

Capacity: 15 per workshop (Attendance increased due to popular demand!)

Duration: 30 minutes

How? Zoom

August OPEN Workshop Dates:

Tuesday, August 24 - 9:00-9:30

Monday, August 30 - 10:00-10:30

Tuesday, August 31 - 13:00-13:30

[Book your seat early here!](#)

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



OPEN WORKSHOP ON-DEMAND!

Study at your own pace at the Helpdesk!



Missed the July OPEN Workshop? Don't worry, we're here to help! With On-Demand, you can:

- Learn 1-1 with an English Helpdesk instructor!
- Test your knowledge with review quizzes!
- Choose from 30, 45 or 60 minutes to practice the OPEN skill!

To schedule your OPEN On-Demand session at the Helpdesk, click [here!](#)

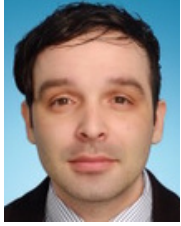


MEET THE TEAM!

Our excellent English instructors are ready to support you!



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



Brandon Kephart is at the Hiroshima Helpdesk all day on Tuesdays and Fridays and at the Hashimoto Virtual Helpdesk on Thursday every other week.



Ethan Slay is at the Hiroshima Helpdesk all day on Mondays at the Hashimoto Virtual Helpdesk on Thursday every other week.

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 August's 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 **Tomomi Morimitsu** for her time and continuous support!



Tomomi Morimitsu

Why do you visit the Helpdesk?

The Fab 15 Internal communication team is responsible for conveying information to all team members in Hiroshima. We need to compile information quickly and accurately to let over 3,500 people understand site news. The site news includes information on various fields, such as technology, HR, and Facilities. The assistance of native English speakers is essential to write contextually correct sentences. Every time our team makes an email announcement, a MicronNow article, or a poster, we ask the Helpdesk to proofread it to ensure the quality of our writing.

Could you tell us about the support you receive?

We appreciate their service due to the following 3 points: Speed, Expertise, and Integrity.

- **Speed:** When we ask for proofreading, we can get feedback the same day.
- **Expertise:** They proposed words that can be easily understood by everyone, which is important in Micron, as the team members have diverse backgrounds.
- **Integrity:** If there is a mistake with grammar or vocabulary, they explain to us why it is wrong. Thanks to their kind guidance, my English writing skills have improved.

How does the English Helpdesk impact your work?

It is no exaggeration to say that without the English Helpdesk, I would not be able to do my job. Micron is focused on creating an inclusive environment that is friendly to diverse people. I will continue to be a user of the English Helpdesk to learn accurate English that can be understood by anyone.

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!](#)

