

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Learn with the English Helpdesk!

BY ENGLISH HELPDESK

Welcome to February Micron TMs!

We hope your 2021 has been challenging and productive so far! Here at the English Helpdesk, we've been working on our OPEN Workshops and our newest Helpdesk course Micron Moments (you can read about both of these on page 2!). All it takes is 60 minutes a week of study to really improve your English and make a difference to Micron in 2021. The English Helpdesk is here to help you do just this!

We're also looking at a common business idiom, "**bounce back**" and an essential business-English skill, **how to give bad news**, in this month's newsletter. We encourage you to use our site to access extra materials to support your self-study!

As always, the English Helpdesk is ready to support you, 5 days a week, with your English documents, PPTs, emails and any other tasks you may have!

See you all in an OPEN Workshop or at the English Helpdesk soon!

*The latest on
this month's issue:*

PAGE 1 - LEARN WITH US!

PAGE 2 - PRACTICE WITH US!

BOUNCE BACK

**EVENT - FEBRUARY OPEN
WORKSHOP**

**MICRON MOMENTS - MEETING
SKILL**

**PAGE 3 - USEFUL TIPS!
HOW TO GIVE BAD NEWS**

MEET THE TEAM



SHARPEN YOUR MEETING SKILLS WITH MICRON MOMENTS!



Let us help you become a meeting master!

Micron Moments is the English Helpdesk's newest course for MMJ TMs! Speaking up in meetings is difficult. But, it doesn't have to be. With the right tools, communication skills and confidence, you'll be able to participate actively in meetings with other global TMs. [Let us support you! We can help you!](#)

- Structure your opinions & arguments
- Agree & Disagree effectively
- Interrupt, speak up and control discussion!

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

IMPROVE YOUR ENGLISH IN JUST 30 MINUTES WITH THE OPEN WORKSHOP!



Work with us to improve your knowledge of "work"!

Join us in February, for the 2nd OPEN Workshop of 2021 and learn how to use the word "work" in many situations!

February OPEN Workshop Topic: Getting to Work! How to use "work on", "work for", "work in" and "work at"

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

February OPEN Workshop Dates:

Friday, February 12th: 10:30-11:00

Friday, February 19th: 14:00-14:30

Wednesday, February 24th: 9:30-10:00

Friday, February 26th: 11:30-12:00

[Book your seat early here!](#)

[See you all in February for the OPEN Workshop! Let's get to work!](#)

BOUNCE BACK IN 2021!



Learn how to use this comeback phrase!

2020 was tough for many people. But, we can bounce back in 2021 and make it a good year!

To "bounce back" means to recover quickly (quicker than expected) and is often used when talking about **health**, **economy** and the **finances of a company**. For example:

- I had a terrible case of flu for one week, but I **bounced back** and started working straight away.
- We had a bad Q1, but we **bounced back** in Q2 and made record profits.
- Many governments are hoping that the economy **bounces back** after the COVID-19 situation calms down.

Want more practice and examples? Great, [click here for more!](#)

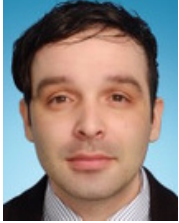


MEET THE TEAM!

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



DO YOU WANT THE GOOD NEWS OR THE BAD NEWS?

Deliver bad news, but don't forget to offer support!

Giving bad news isn't easy. Why? Well, maybe you're afraid to upset or anger someone. That's the bad news. The good news is that there are several techniques you can use to soften harsh messages and maintain your relationships:

1) Be clear and honest

Deliver the bad news clearly, without adding in any extra remarks. Research has shown that people only focus on the negative aspect of the news and won't remember the good news you gave them or the positive words you used.

2) Offer support

Tell your colleague or friend that you're here to support them. Use phrases such as:

Please let me know if there's anything I can do to help you.
Would you like me to give you a hand with...?

3) Relate your experience

People identify with experience. If you've experienced the same bad news, let the other person know what you did and what worked for you. Real, workable advice is always appreciated. Consider saying:

When I went through this, I...
This is what I did when I experienced this.

Now the good news! The English Helpdesk is always here to help you practice your soft-skills. [Why not book a 30-minute appointment](#) to practice this key skill? Or, [click here for more information and practice!](#)

