

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Go Global in July!

BY ENGLISH HELPDESK

Welcome to July, TMs!

We're halfway through 2021 - wow! The English Helpdesk has been incredibly proud to work with you all so far this year and we can achieve even greater things in the next 6 months. Let us help you **go global** and create real value for Micron!

3.4 million emails are sent every second across the world! It's important then, that your emails are easy to understand, well-structured and effective and we have the perfect workshop for you! In **July**, we'll be giving you **5 tips to write better business emails in the OPEN Workshop**. Join us to learn how to write good business emails and you'll also receive bonus material that you can keep for life!

We also have **key information on Page 2** about a difficult English topic for many non-native speakers. Read on to find out more! And, if you missed the June OPEN Workshop, don't worry! The **OPEN On-Demand workshop** is your place to recap the main points, study at your own pace and master a key business-English skill - making requests!

Want to know how we can help you? Just look at Pages 3 and 4 to find out how we've helped this month's **Helpdesk Champion and over 100 TMs!**

Have a productive July, MMJ TMs!

*The latest on
this month's issue:*

PAGE 1 - GO GLOBAL!

PAGES 2 & 3 - PRACTICE WITH US!

EVENT - JULY OPEN WORKSHOP

**JUNE OPEN WORKSHOP ON-
DEMAND**

ADJECTIVE OR VERB?

**PAGES 3 & 4 - HELPDESK SUCCESS
STORIES**

HELPDESK CHAMPION!

MEET THE TEAM



OPEN WORKSHOP ON-DEMAND!



Study at your
own pace!

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

- Learn in your own time with an interactive summary of the OPEN Workshop
- Test your knowledge with review quizzes
- Practice speaking at the English Helpdesk to review the OPEN topic

For the June OPEN Workshop On-Demand (Effective Business Requests) [click here!](#)

5 TIPS TO HELP YOU WRITE BETTER EMAILS!

Learn how to write effective business emails in July's OPEN Workshop!

Did you know that on average, a business person sends and receives over **100** emails every day?! It's particularly important then, that your emails are polite, effective and mistake-free. Join us in the July OPEN Workshop, as we give you 5 tips to write better emails, the "dos and don'ts" of good email writing and some bonus material to help MMJ TMs write perfect business emails!

June OPEN Workshop Topic: 5 Tips To Help You Write Better Emails!

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

July OPEN Workshop Dates:

Friday, July 9th 11:00-11:30

Thursday, July 15th 9:30-10:00

Tuesday, July 20th 16:30-17:00

Monday, July 26th - 13:00-13:30

[Book your seat early here!](#)

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



ADJECTIVE OR VERB?

Read on to find out how to
use them!

Using adjectives (形容詞) and verbs (動詞) incorrectly can weaken your message and cause confusion. Don't let this happen to you! Here's how to use them!

Use **adjectives** to describe something (an object):

- This is not a **safe** procedure, so let's go back to the drawing board.
- He gave us some **worrying** news.
- This design is really **interesting** - I'm impressed!
- The OPEN Workshop is an **exciting** event run by the English Helpdesk.

Use **verbs** to talk about your (or someone else's) feelings:

- I am really **interested** in learning more about this technology.
- She seems **worried** about her team members.
- The good news from global really **excited** me.
- I've been very **impressed** with your performance recently, Shimizu-san!

Remember, **adjective** = object and **verb** = feeling. Look out for this topic in an OPEN Workshop soon!



OVER 100 TMS REDISCOVER THE ENGLISH HELPDESK!

Don't worry, we'll be back in September!

Over 100 MMJ TMs joined our new Hello Helpdesk Orientation event in June across 2 days! TMs rediscovered what the English Helpdesk has to offer and how we can help you succeed at Micron. Here's a roundup of some of the great questions you asked!

Q: Does the English Helpdesk have any courses to help me improve my Business English?

A: We sure do. Check out our Micron Moments course [here](#) and email us to arrange your consultation!

Q: Can you edit my technical papers and documents?

A: We can! We've been working with Micron for over 6 years and we've edited and improved thousands of your documents. Want to have real-time input? Let's edit your document together either on Zoom or in a F2F meeting!

Q: Can I get support onsite?

A: We can support Red TMs at FAB-15 F2F and Blue TMs, Hashimoto, Tokyo and Osaka TMs virtually or by email!



The image shows a Zoom meeting interface. At the top, there are six video thumbnails of participants: Conor Aherne, nmcdonald, Shoji Hayashiya 林谷 昭治 (...), Tatsuya Mugitani 麦谷 達也 (...), Tamako Okada 岡田 珠子 (tamokada), and Tomoshi Imamura 今村 友 (...). The main content area has a blue background with white text that reads: "MICRON ENGLISH HELPDESK", "Welcome!", "Two English Helpdesks to help you succeed at Micron!", "Hiroshima Helpdesk Monday-Friday 8:30-17:30", "Hashimoto Helpdesk Tuesday, Thursday & Friday 9:00-17:00", and "Hiroshima TMs – F2F support available for red TMs, virtual support on Zoom for blue TMs". A chat window is open in the bottom right corner, showing a message from Tamako Okada: "広島、橋本2か所にHelpdeskがあります。" and a response: "広島 月～金、橋本 火、木、金、オープンしています。".

WHAT'S NEW AT THE HELPDESK?

Here's what we've been doing to help you succeed!

The English Helpdesk has changed considerably over the last year and we'd like to share some positive news with you!

Over the last 12 months, we've:

- Helped over **500** TMs in our new [OPEN Workshops](#) (celebrating our 1st birthday this month!).
- Supported more than **50** TMs with their English communication through our Micron Moments course.
- Launched OPEN ON-Demand, watched by over **100** TMs each month, enabling you to learn on the go, wherever you are!

All this would not be possible without you! We can't wait to help you even more over the next 12 months!

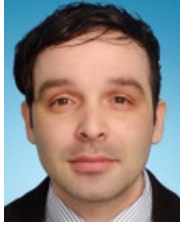


MEET THE TEAM!

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 July'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 **Hiroshi Mori** for his time and continuous support!



Hiroshi Mori

Why do you visit the Helpdesk?

I found out that the English Helpdesk has a monthly English OPEN workshop, so I attended a session last year. After that, an instructor asked me if I was interested in joining a weekly Micron Moments course at the English Helpdesk to improve my English conversation skills with global team members. This sounded good to me, so I decided to join at that time.

Could you tell us about the support you receive?

I have learned how to communicate or lead conversations smoothly in meetings, presentations and during small talk, these points are also highlighted in the 1on1 session at the English helpdesk. The sessions sometimes involve topics and questions that are different from the usual topics I find by myself, which helps me to improve my English communication level.

How does the English Helpdesk impact your work?

I sometimes have meetings and chats with our global team members, and I can use what I have learned so far in the sessions.

Also, most importantly, I can easily get the opportunity to speak with English speakers regularly, which support me to maintain my motivation to enhance my English. The only way to improve our English is to keep continuously learning.

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!](#)

The English Helpdesk will be closed during the Micron Holiday period from August 2nd to August 13th. Enjoy your break and we look forward to helping you again from August 16th!