

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Speak up and make a difference to Micron this month!

BY ENGLISH HELPDESK

Happy 1st of the month, Micron TMs!

In this month's edition of the English Helpdesk Newsletter, we're very pleased to announce OPEN Workshop On-Demand! Didn't have time to attend the workshop or perhaps you want to watch and learn at your own pace? We understand and we're here to help. Check out the information on page 2 on how to view the February OPEN Workshop On-Demand and learn in your own time!

Also in this month's newsletter, we also introduce a key global skill you'll need to take ownership of your projects!

As always, we have information about our newest English Helpdesk course, **Micron Moments** and our monthly **OPEN Workshop**, this month focusing on an essential business-English skill: **delegating tasks and responsibilities!**

Spring is here and we look forward to supporting you throughout March and beyond!

*The latest on
this month's issue:*

PAGE 1 - SPEAK UP!

PAGE 2 - PRACTICE WITH US!

**MICRON MOMENTS - SOCIAL
SKILLS**

**EVENT - MARCH OPEN
WORKSHOP**

**FEBRUARY OPEN WORKSHOP
ON-DEMAND**

PAGE 3 - USEFUL TIPS!

AIMING FOR EXCELLENCE

MEET THE TEAM



OPEN WORKSHOP ON-DEMAND!

Learn anytime with on-demand!



Didn't have time to join the February OPEN Workshop? No problem! The English Helpdesk now offers On-Demand Workshops for you to learn at your own pace!

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 February's OPEN Workshop On-Demand (How to use "work") [click here!](#)

LEARN HOW TO DELEGATE LIKE A PRO IN THE MARCH OPEN WORKSHOP!



Become a global TM with this key business skill!

Join us in March for the third OPEN Workshop of 2021! This month, we'll be learning useful phrases and techniques to **delegate decisions and tasks** to your coworkers. (March OPEN On-Demand will be available from April 1st!)

March OPEN Workshop Topic: Delegating Decisions and Tasks!

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

March OPEN Workshop Dates:

Monday, March 15th: 9:30-10:00

Wednesday, March 17th: 11:00-11:30

Tuesday, March 23rd: 16:30-17:00

Thursday, March 25th: 15:00-15:30

[Book your seat early here!](#)

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

BUILD RELATIONSHIPS WITH GLOBAL TMS!



Learn the basics of [Social English](#) with Micron Moments!

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!

Some of the most important social skills for building strong relationships with global TMs you can learn are:

- Making effective small talk & welcoming visitors
- Inviting & responding
- Making requests & suggestions
- Apologizing effectively
- Giving recommendations

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

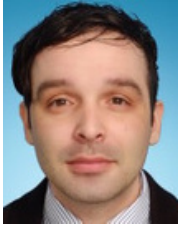


MEET THE TEAM!

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



AIMING FOR EXCELLENCE!



A key skill to take ownership of your projects!

We understand. Sometimes, you need a little more time to perfect your report or gather more data. How can you ask for more time though, especially if you're under pressure from your coworkers? Use the steps below, either in an email or teleconference, to get more time and strengthen your relationships in the future!

1) Report the issue honestly

Begin with an apology and be clear about what you haven't finished:
e.g. I'm afraid I haven't been able to submit my presentation slides yet.
e.g. Unfortunately, I haven't arranged the next meeting schedule yet.

2) Give a benefit

This is very important. **Before you ask for an extension**, give the benefit. Your colleague/manager is more likely to approve your request if you state your benefit early!
e.g. If I extend the deadline, I'll be able to create a better design.
e.g. Pushing back the deadline will allow us to get the report checked by the English Helpdesk.

3) Ask for an extension

Now your colleague/manager understands the benefits (and hopefully agrees!) you can ask for an extension. Use the phrases below:
e.g. I can get this to you by next Monday/in one week.
e.g. Would be able to give us 2 more days, please?

4) Thank your colleague/manager for their flexibility

Remember to say "thank you" (maybe use the word "appreciate!")

e.g. I really appreciate your flexibility (name).
e.g. We really appreciate your understanding (name).

Of course, meeting deadlines is the key to success in business, so we strongly encourage you to be proactive and seek support ASAP so you can take full control of your projects!

The English Helpdesk is always here to help you practice your soft-skills. [Book a 30-minute appointment](#) to practice this key skill now. Or, [click here](#) to learn more business-English!