

# ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



## October @ The English Helpdesk!

BY ENGLISH HELPDESK

Welcome to October MMJ TMs!

And welcome, also, to yet another special 4-page edition of the English Helpdesk Newsletter! Why four pages again this month? Because we have lots of exciting news for you!

Have you used the English Helpdesk before? No? Well, let us explain how we can help you! Yes? Great and thank you, but our service is constantly improving and we'd love to share our latest courses with you! Find out more about the English Helpdesk and how we can help you succeed at our **What's New For You @ The English Helpdesk event on October 13**. Read more on **Page 3!**

More great news about our OPEN Workshop! Find out more about the **October workshop and the OPEN+ workshop** for advanced learners on **Page 2!**

And the last news good news for this month - **The English Helpdesk is now on Teams!** That's right, we now have our own Teams Channel and you can find out more about the benefits of joining this channel on **Page 2!**

Enjoy our special edition and please leave us your feedback (using the link in red above) if you enjoy the English Helpdesk Newsletter!

We hope your October is a collaborative one!

English Helpdesk

## HELP US HELP YOU!

### English Helpdesk Newsletter Survey

If you enjoy reading this newsletter every month, could we ask you to take **30 seconds** to complete the survey below? Your feedback will help us improve our service for more TMs!

Survey link: [Click here!](#)

### *The latest on this month's issue:*

**PAGE 1 - OCTOBER @ THE ENGLISH HELPDESK!**

**PAGES 2 & 3 - PRACTICE WITH US!**

**OCTOBER OPEN WORKSHOP**

**OCTOBER OPEN+ WORKSHOP**

**MICRON MOMENTS BUSINESS-ENGLISH**

**PAGES 3 & 4 - UPCOMING & NEW EVENTS**

**HELLO HELPDESK & WHAT'S NEW FOR YOU @ THE ENGLISH HELPDESK**

**OCTOBER HELPDESK CHAMPIONS**

**MEET THE TEAM**



## OPEN+ WORKSHOP

Answer questions like a pro with a 3-step technique!

Would you like to learn advanced skills to help you succeed in a global environment? Great, you've come to the right place! The English Helpdesk is launching our new OPEN+ Workshop for advanced learners!

**October OPEN+ Workshop Topic:** How To Answer Questions in Presentations & Meetings!

**English Level:** All (but topic is advanced)

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

**Capacity:** 20 per workshop (Attendance increased due to popular demand!)

**Duration:** 30 minutes

**How?** Zoom

**October OPEN+ Workshop Date:**

Friday, October 22 - 11:00-11:30

For more information about the October OPEN+ Workshop, click [here!](#)



[Book your seat early here!](#)

## "MUCH," "MANY" AND "A LOT" - COUNT YOUR NOUNS CORRECTLY!

Learn how to use quantifiers correctly!

Do you have **a lot** of time in October? Or maybe you don't have **much** time at all? Maybe you don't have many chances to practise speaking English? We're here to help in October! Join us as we learn how to use **much, many** and **a lot** to count nouns and sound more like native speakers!

**October OPEN Workshop Topic:** "Much," "Many" and "A lot" - Count Your Nouns Correctly!

**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

**October OPEN Workshop Dates:**

Tuesday, October 19 - 13:00-13:30 - Neil McDonald

Tuesday, October 26 - 11:00-11:30 - Brandon Kephart

Thursday, October 28 - 15:30-16:00 - Ethan Slay

[Book your seat early here!](#)

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



## ENGLISH HELPDESK ON TEAMS!

Join our Teams Channel and receive even more English support!

Great news! We're now on Microsoft Teams! The English Helpdesk has its own channel so you can stay up-to-date with the latest news, events and prize draws! What exactly are the benefits of joining?

- Micron Word of the Week (MWOW) - learn new vocabulary every week!
- Be the first to learn about OPEN Workshops & book your seat in advance!
- Be entered into a prize draw to win an online presentation course!

Our news Teams Channel is by invite only, so send a request to English-HelpDesk [here](#) on Teams or email [Englishhelp@micron.com](mailto:Englishhelp@micron.com) and we'll add you to the channel! Let's Go Global together!



# LEARN ENGLISH YOU CAN USE RIGHT AWAY AT MICRON!

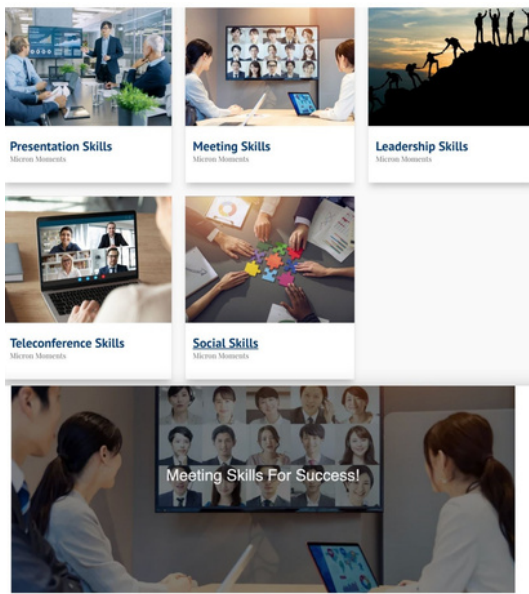
The English Helpdesk's Micron Moment's Business-English course has already helped many TMs!

Did you know that the English Helpdesk offers a self-study Business-English course? Did you know that this course is specifically designed for Micron TMs and the issues you face at work? Our Micron Moments contains 5 sections and over 50 topics to help you become a better English communicator. Improve your:

- Presentation and public speaking skills
- Key meeting skills such as updating, reporting & delegating
- Leadership & assertiveness such as logical thinking, facilitating and top-down communication
- Social English to build better relationships

The [Micron Moments course](#) is **free** and **open** to all MMJ TMs! Our schedule is flexible, so learn when you want and at your own pace with your own Helpdesk instructor!

To schedule your first lesson, just [email us](#) and begin your Micron Moment's journey!



**3 steps for success!**

Step 1: Download a PDF, look it over and self-study the keywords and phrases.  
Step 2: Book a 30-minute practice and review session with the Helpdesk!  
Step 3: Try the online quizzes for self-study!

**Unit 1: Meeting Basics**

## MICRON MOMENTS

OPENING MEETINGS

Become a global TM with Aspire's Micron Moments!

### OPENING MEETINGS WITH GBOA

Openings for meetings should be short, focused and clear on the objectives. Try using a four-step opening such as Greeting, Objective, Background and Agenda to make your meetings start off effectively:

G = Greeting  
B = Background  
O = Objective  
A = Agenda



Practice reading the key language below with your instructor!

#### KEY LANGUAGE

**Greeting**  
Good morning / Good afternoon, everyone.  
Thank you very much for attending this meeting.  
Thank you all for being here today.  
Well, shall we start?  
If we are all here, let's start the meeting.

**Background**  
As you (may) know...  
As you are all aware...  
Recently...  
Today's meeting is about...

**Objective**  
Use words such as select, determine, or decide because they are more specific.  
It's better not to use the word "discuss" – discuss does not mean decision.



## WHAT'S NEW FOR YOU @ THE ENGLISH HELPDESK?

Find out more about the services on offer at the Helpdesk!

New to the English Helpdesk? Or maybe you've already used our service before (thank you!) We're constantly striving to be better for Micron and we'd love to introduce our new services, events and explain how we can help you make a difference at Micron.

We'll be holding an Orientation event on:

**Wednesday, October 13 - 15:30-15:45**

To register your seat early, [click here!](#)

See you all next week!

October 2021



**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

Hiroshima TMs – F2F support available for red TMs, virtual support on Zoom for blue TMs

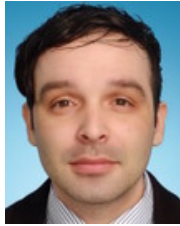
Hashimoto, Tokyo and Osaka TMs – virtual support available on Zoom

# 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.



**Ethan Slay** is at the Hiroshima Helpdesk all day on Mondays at the Hashimoto Virtual Helpdesk on 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

- Come visit our new & improved Helpdesk space in G Building 4F Atrium!

### Hashimoto & Tokyo:

- Zoom & Email Support



## HELPDESK CHAMPIONS!

Find out how we've helped 2 MMJ TMs go global!

We have two fantastic champions for you this month and we'd like to thank them both for kindly answering our questions championing the English Helpdesk!

### Why do you visit the Helpdesk?

**Kenny Yang**



To sharpen my business English writing skills and to communicate better. The English Helpdesk trainers also proofread my material, so that my colleagues can easily understand my ideas. Furthermore, it provides an opportunity to learn with colleagues from different backgrounds and it encourages me to speak to native speakers.

### Could you tell us about the support you receive?

I receive conversation and writing feedback for work materials and personal growth. In addition, I join a small study group every week and we focus on reading, speaking and listening.

### How does the English Helpdesk impact your work?

It reduces the language barrier with my colleagues and supervisors and improves my English writing skills. Moreover, I can make friends who are keen on improving their English.

### Why do you visit the Helpdesk?

**Yuki Yoneda**



At first, I had to improve my English skills, because my boss couldn't fully understand my weekly report in English. This report is critical for weekly updates and progress sharing with F15 managers. I also believed that global TMs might not be able to understand my report. Therefore, I consulted with the English Helpdesk to improve my English skills and requested to have my weekly report checked.

### Could you tell us about the support you receive?

I was certain that I would be able to improve my English skills, even if I only went to the English Helpdesk once a week. I wanted to expand my vocabulary and improve my grammar, so I started to write a diary in English. My trainer Brandon is very helpful, he recommended English resources that I could learn from.

### How does the English Helpdesk impact your work?

The English Helpdesk is very helpful for my job. My boss now understands my weekly report after I visited the English Helpdesk. I have also gained the confidence to talk with global TMs face-to-face, through email and chat.