

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Aspire to more in September!

BY ENGLISH HELPDESK

Welcome to September MMJ TMs!

And welcome, also, to a special 4-page edition of the English Helpdesk Newsletter! Why 4 pages? Because we have a lot of great news for you!

Would you like to improve your Business English on a course that's specifically made for Micron TMs? Great, we knew you'd say yes! We have just the right course for you. Check out our **Micron Moments on page 3** and find out how we can help you improve your English communication at the Helpdesk!

We also have special news about the OPEN Workshop! Find out more about the **2021 schedule for OPEN** and our latest workshop for learners who want to improve their business communication and soft skills: **OPEN+**. **Page 4** for details!

We'd love to help you make a real impact at Micron. Find out how in one of our **Hello Helpdesk Orientation** events. More about these on **page 3!**

And, as always, we'd like to introduce our monthly **OPEN Workshop** (this month featuring an important issue for non-native speakers) and we have a **special tip** for budding **presenters!**

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 September is powered by innovation!

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 - ASPIRE TO GREATNESS!

PAGES 2 & 3 - PRACTICE WITH US!

SEPTEMBER OPEN WORKSHOP

AUGUST OPEN WORKSHOP ON-DEMAND

ONE SLIDE, ONE MESSAGE!

UPCOMING HELLO HELPDESK ORIENTATIONS

MICRON MOMENTS - IMPROVE YOUR ENGLISH!

PAGES 3 & 4 - UPCOMING & NEW EVENTS

HELLO HELPDESK

OPEN WORKSHOP 2021 TOPICS AND NEW OPEN +

MEET THE TEAM



ONE SLIDE, ONE MESSAGE!

Deliver clearer messages in English presentations!

When using PPT or slides to give a presentation, ensure that you only deliver **one key** message **per slide**. Research shows that audiences struggle to follow (or remember) more than one message per slide (especially if the presentation contains over 10 slides). Make your main point clearer by using phrases such as:

- **The thing I'd like you all to remember is..**
- **The main point of this slide is...**
- **The take-home message from this slide is...**
- **To summarize,...**

Remember, also, to **avoid too much text** and engage audiences by using **pictures** or simple **graphs/charts** to make your point.

We'd love to help you become more effective presenters. Check out our Micron Moment's course (more on pg. 3!) or [contact us](#) to get advice, support and training from a professional!

Good luck!

SAFE OR SAFETY? USE VERBS, NOUNS AND ADJECTIVES CORRECTLY!

Learn the difference between these words and instantly improve your communication!

Learning the difference between verbs, nouns, and adjectives can make a huge difference to your communication. For one, using a verb instead of an adjective can change the meaning of your message. Speaking accurately, too, is important for clear and concise communication. In the September OPEN Workshop, we'll be looking at frequently misused verbs, nouns and adjectives and learning how to use them correctly!

September OPEN Workshop Topic: Safe or Safety? Use verbs, nouns and adjectives 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

September OPEN Workshop Dates:

Thursday, September 16 - 15:30-16:00

Friday, September 17 - 9:00-9:30

Wednesday, September 22 - 11:30-12:00

Monday, September 27 - 14:00-14:30

[Book your seat early here!](#)

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



OPEN WORKSHOP ON-DEMAND!



Study at your own pace at the Helpdesk!

Missed the August 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!](#)



LEARN ENGLISH YOU CAN USE RIGHT AWAY AT MICRON!

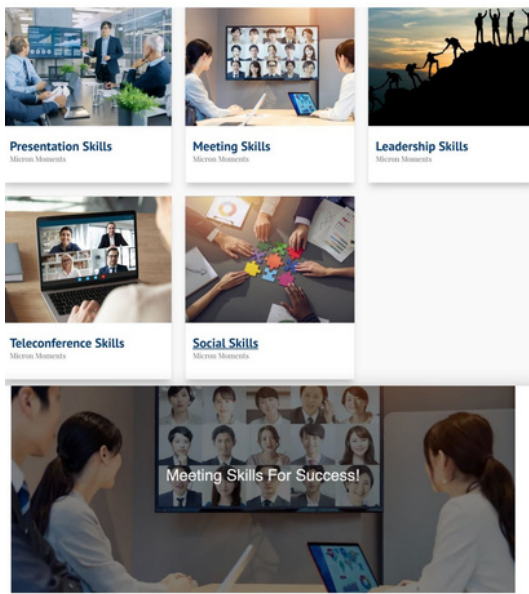
The English Helpdesk's Micron Moment's Business-English course has already helped many TMs!

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.



HELLO HELPDESK ORIENTATION

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 Hello Helpdesk Orientations in:

- **October 2021**
- **January 2022**
- **April 2022**

Look out for more information about times/dates in future newsletters and by email!

September 2021

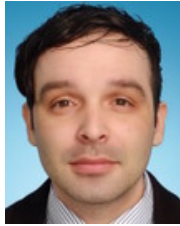


MEET THE TEAM!

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

- Zoom & Email Support until September 13 (subject to change)

Hashimoto & Tokyo:

- Zoom & Email Support



OPEN WORKSHOP 2021

Want to know what we've got planned for you? Read on!

There are still 4 more months to join an OPEN Workshop and improve your English instantly! In 2021, we'll be focusing on:

September - Safe or Safety? Use Verbs, Nouns and Adjectives correctly!

October - "Much," "Many" and "A lot" - Count Your Nouns the Right Way!

November - Open Virtual Presentations like a Pro - 6 Steps to Success!

December - 5 Common Business-English Mistakes and How to Fix Them!

Keep an eye out in future newsletters for dates and times! Remember, the OPEN Workshop is free for all MMJ TMs and it's your chance to improve your English in just 30 minutes!



2021 OPEN WORKSHOP SCHEDULE

June - Making Business Requests - How to use "Would you be able to..."
July - 5 Tips to Help You Write Better Emails!
August - Deadlines! How to Use "By" and "Until"
September - Safe vs. Safety - Use Verbs, Nouns and Adjectives the Right Way!
October - "Much," "Many" and "A lot" - Count Your Nouns Correctly!
November - Open Virtual Presentations like a Pro - 6 Steps to Success!
December - 5 Common Business-English Mistakes and How to Fix Them!

OPEN Site: <https://english-helpdesk.com/micron-tms/events/>



OPEN+

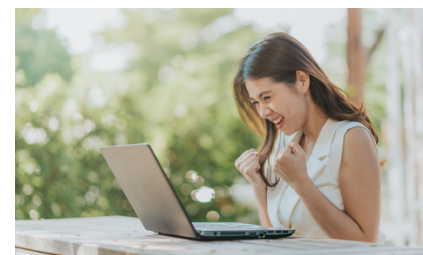
Master advanced communication skills in OPEN+!

OPEN+ is the English Helpdesk OPEN event for TMs who wish to master more advanced communication topics. Join your colleagues for 30 minutes every month and learn how to communicate in a global environment! In 2021, we'll be covering:

October - How To Answer Questions in Presentations & Meetings!

November - Kicking Off Meetings with 4 Simple Steps!

December - Cross-Cultural Communication Essentials - Doing Business Globally at Micron!



ENGLISH HELPDESK

OPEN+ WORKSHOPS

SHARPEN YOUR BUSINESS SKILLS IN THE NEW OPEN+ WORKSHOPS - COMING IN OCTOBER 2021!

October - How To Answer Questions in Presentations & Meetings!
November - Kicking Off Meetings with 4 Simple Steps!
December - Cross-Cultural Communication Essentials - Doing Business Globally at Micron!

OPEN+ Workshops are held once a month with an Aspire Coach to help you master more advanced business topics!

TMs who join all three events will receive a **special presentation training course as a prize!** For more information, be sure to read October's Newsletter!