

Call Center Training, Business English and Singapore Math

The upskillworkshop PH held an online webinar this August 29 to talk about Singapore Math, Business English and quick call center training.

In this webinar I learned the importance of English not only the pronunciation, but also the grammar when entering business conversation - both by small and large corporations. The speaker shared English hacks helpful in conversing in English. I have also learned on this webinar about the accent and intonation of Americans. The vowels they used such as the tense vowel where greater tension in the tongue is produced and lax vowels where lesser tension in the tongue is produced. On the webinar, we also practiced how the Americans pronounce some words, there are words where we open our mouth, and there our words where we don't completely move our mouth to pronounce a word. I also learned that there are two ways to pronounce the word *the*. First is when it is followed by a vowel sound, it is pronounced as *thee*, while if the next word to *the* is consonant sound, then *the* is pronounced as *dah*.

Lastly the Singapore Math has 3 steps progression namely concrete, visual, and abstract. Whereas concrete provides students with tangible objects they can manipulate to understand the mathematics lesson, visual refers to letting students draw, and abstract where students solve mathematical problems using abstract tools.