

Job Ready English S.T.E.P. System for Professional Communication

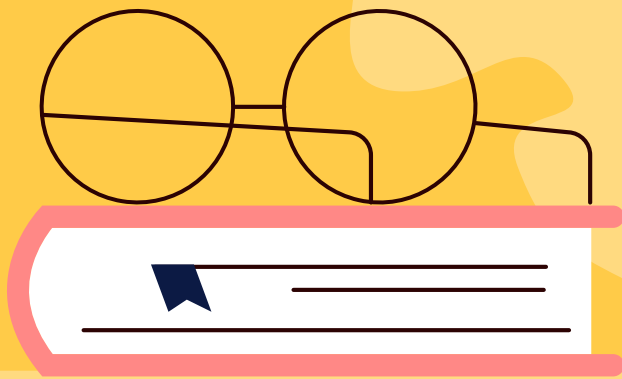
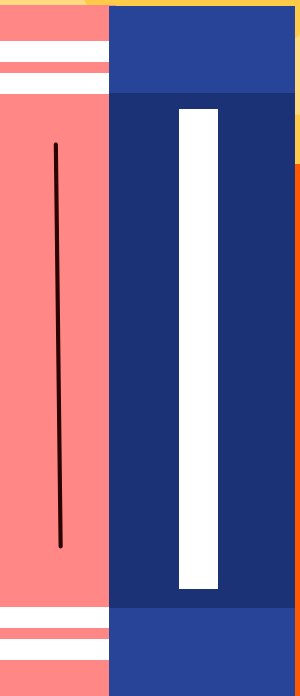


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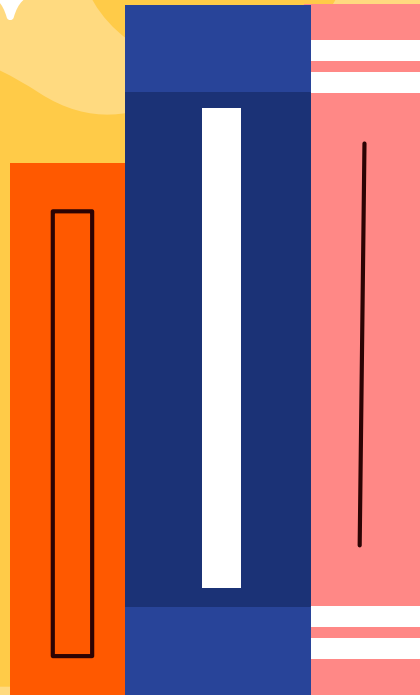
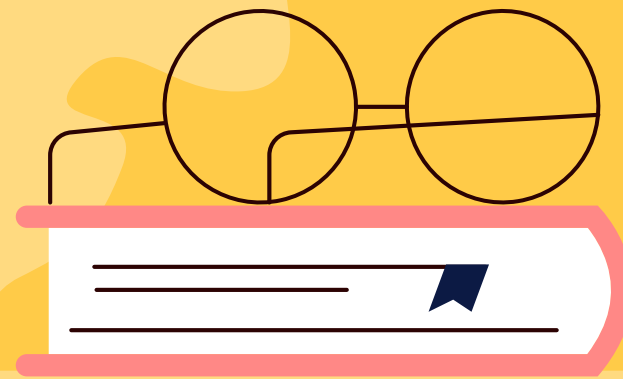
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Management



01

Program Overview and Core Framework



The S.T.E.P. System for Overcoming Communication Barriers

Systematic Approach to Professional English

The S.T.E.P. System provides a structured 12-week program to help professionals overcome communication barriers. It focuses on identifying breakdowns, building stronger patterns, practicing in real-world scenarios, and promoting executive presence. This framework addresses the cognitive overload that causes freezing in high-pressure situations.

Key Program Deliverables

The program includes 2 live Zoom sessions per week, 1-1 assessments, and measurable WIDA progress tracking. It offers extra support until confidence is achieved at no additional cost, with small cohorts of 3-5 spots per month to ensure personalized attention.

The Freezing Triangle™ Concept

Interconnected Elements of Communication

Language, structure, and confidence reinforce each other. A weakness in one area can collapse the entire system, such as having vocabulary but no structure, or structure with dropping confidence. Understanding this triangle is crucial for targeted improvement.

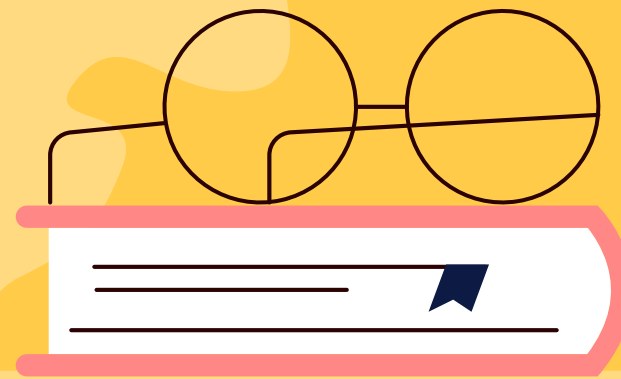
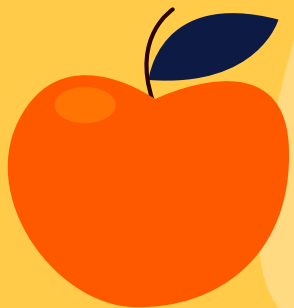


Facilitating for Safety

Use sentence frames and brief pair practice to create a safe learning environment. Listen for patterns, validate experiences, and avoid grammar correction to build trust and encourage participation without fear of judgment.

02

Foundational Communication Skills



Session 1: Why We Freeze

01

Normalizing the Freezing Response

Freezing is framed as cognitive overload under pressure—a systems issue, not personal failure. This normalization helps learners detach from self-blame and focus on practical solutions.



02

Tools for Future Sessions

The session closes by introducing tools that will strengthen each side of the Freezing Triangle, setting the stage for progressive skill-building in subsequent sessions.

Session 2: CALM START Technique



The 5-Second Reset Routine

Coach the first five seconds using a routine: Center the body, Air first, Light voice on, Make the first line simple. This creates a predictable start and builds confidence for later fluency.



Practice and Reinforcement

Learners choose a high-pressure context and write one simple opening sentence. Facilitators redirect gently back to body, breath, and simplicity, reinforcing CALM START as a repeatable habit.



Session 3: Voice Awareness

01

Noticing Voice Signals Under Stress

Under stress, pitch rises, speed increases, and volume drops.

Learners notice these three signals: pitch, pace, and power, to become aware of their vocal changes.



02

Adjusting for Clarity

Use short read-alouds or partner feedback to hear and adjust. Coach for clarity—not accent—by suggesting "slow by 10%," "lower pitch slightly," or "project forward." Success is defined as awareness plus willingness to adjust.

Session 4: Clarity Speaking

Facilitation and Coaching Focus

Use short sentences and mark stressed words for read-aloud practice. Model "too clear" first, then refine to natural. Listen for dropped endings or flat delivery, and frame clarity as a service to the listener.



The S.E.E. Model for Clarity

Clarity matters more than advanced vocabulary at work. The S.E.E. model guides listeners by stressing key words, finishing sounds fully, and keeping energy forward—not flat.

Session 5: Vocabulary Upgrade



Precision Over "Big Words"

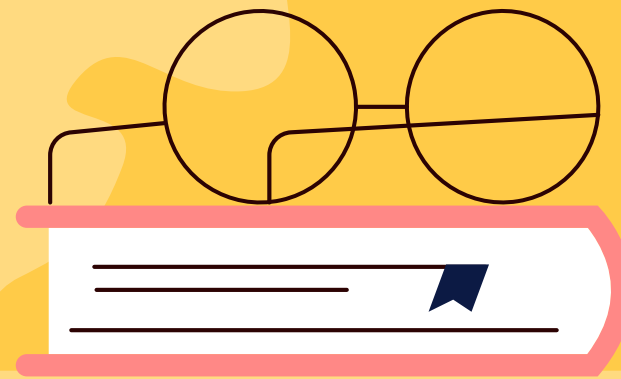
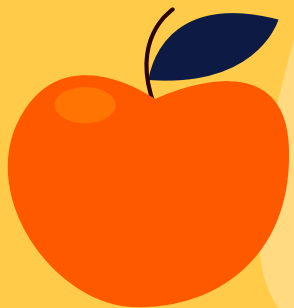
Professional English is about precision, not complexity. Use an Upgrade Map to move from basic to clear to professional vocabulary, such as changing "good" to "effective" or "helpful" based on context.

Learner Activities and Coaching

Identify overused words and brainstorm stronger alternatives tied to roles or industry. Emphasize context over memorization, and discourage hard-to-pronounce choices to maintain confidence and accuracy.

03

Advanced Communication Structures



Session 6: Confidence Building



Confidence as a Physical Habit

Teach confidence as physical and behavioral actions, not a personality trait. Emphasize consistency over intensity through the Micro-Confidence Trio: Posture check, Breath reset, and One strong sentence.



Facilitating for Steadiness

Model calm pacing and redirect the misconception that loud or fast equals confident. Reflect on which habit helps most, reinforcing effort and progress over perfection.



Session 7: 1–2–1 Structure



A Roadmap for Clear Answers

The 1–2–1 structure provides one main point, two supporting details, and one conclusion. This simple script reduces anxiety and prevents rambling in responses.

Facilitation and Success Metrics

Model workplace answers and time responses for brevity. Success is learners delivering focused answers without losing their place, strengthening the structure side of the Freezing Triangle.

Session 8: Storytelling Basics

Building Short, Clear Stories

Use a beginning–middle–end framework for interviews, meetings, and everyday talk. The Mini-Story Frame models a 20–30 second example focused on outcome or lesson learned.

Practice and Coaching

Use pairs or small groups for maximum speaking time. Give feedback after practice, coaching learners to stay within time and deliver complete, understandable stories without freezing.



Session 9: Explain Clearly

The Explain It Clean™ Method

Start simple, explain steps, then pause to check for clarity. This method ensures logical sequencing and transitions in explanations.

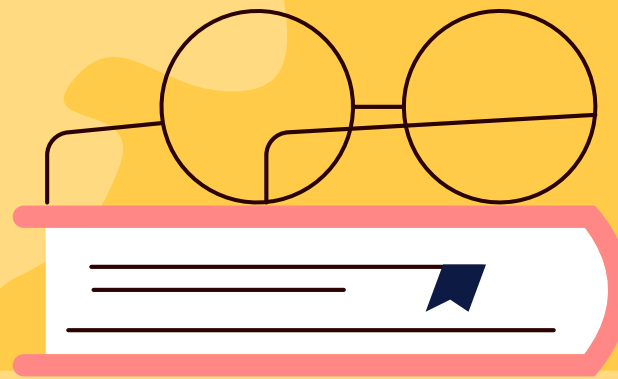
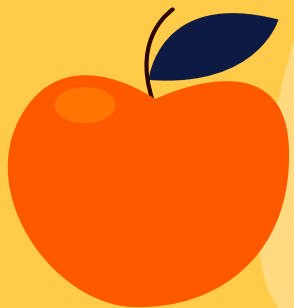
Practice and Success Measurement

Learners explain a familiar work task using "first, next, finally."
Success is measured by listener comprehension, not just speaker fluency, emphasizing clarity as the primary goal.



04

Professional Interaction Skills



Session 10: Smart Questions



✓ **Three Types of Smart Questions**

Clarifying questions confirm meaning and expectations. Detail-seeking questions ask for examples or specifics. Decision-making questions clarify next steps, owners, and deadlines.

✓ **Practice and Professional Reinforcement**

Use short role-plays to coach polite, concise phrasing. Reinforce that asking questions shows engagement and professionalism, helping learners feel comfortable speaking up for clarity.

Session 11: Answering Without Rambling

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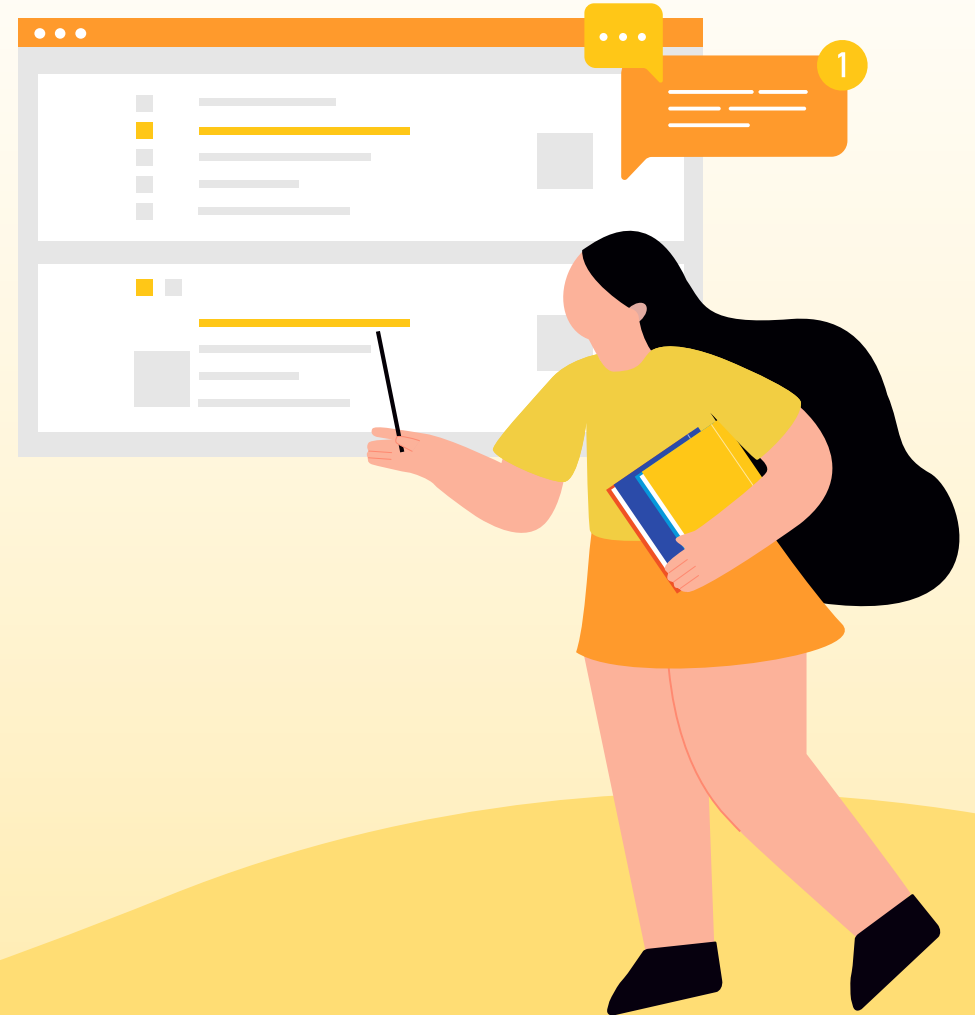
The Stop the Ramble System

Start simple, add one detail, stop and check.
This system demonstrates how shorter answers often sound more confident and helps learners recognize when they have answered sufficiently.

02

Facilitation and Reinforcement

Use timed responses to encourage focus.
Provide positive reinforcement for brevity, strengthening structure and confidence to help learners feel more in control of their speech.



Session 12: Opinion Speaking



The Opinion Frame Structure

State the opinion, give a reason, and add an example. Practice with low-stakes, familiar topics to build comfort in expressing views.

Coaching for Respectful Dialogue

Model respectful language and invite balanced participation. Success is sharing views without hesitation or apology, building confidence for workplace discussions.

05

Interview and Workplace Application



Session 13: STAR Method



Structured Stories for Behavioral Interviews

STAR shows thinking, choices, and impact without rambling. It includes Situation, Task, Action, and Result, with the most detail in the Action step.



Model Answer and Practice

A complete STAR example shows how to map workflow, add daily syncs, and create checklists to reduce delays by 30%. Learners build their own stories with one line for S, T, and R, and 2–3 lines for A.



Session 14: Interview Answers



Simple Answer Formula

Start simple, highlight one strength, and support with one clear example. This formula provides a clear structure for interview responses.

01



Mock Interview Practice

Facilitate practice rounds with supportive, specific feedback. Use Calm Start and Clear Close to open steady, land the key point, and close cleanly for real interviews.

02

Session 15: Workplace Scenarios

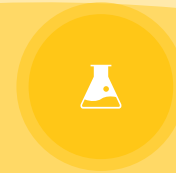


Facilitator Focus on Tone and Empathy

Run role-plays and coach tone, empathy, and professionalism to build real-world confidence in handling workplace challenges.

Common Scenario Practice

Work through misunderstandings, delays, and disagreements using clear, professional responses. The Acknowledge–Explain–Offer Action model addresses concerns concisely.



Session 16: Problem–Solution Speaking

Core Model for Clear Proposals

Present problems with why they matter, followed by concise, logical, and audience-focused solutions. This builds leadership communication and structured thinking.

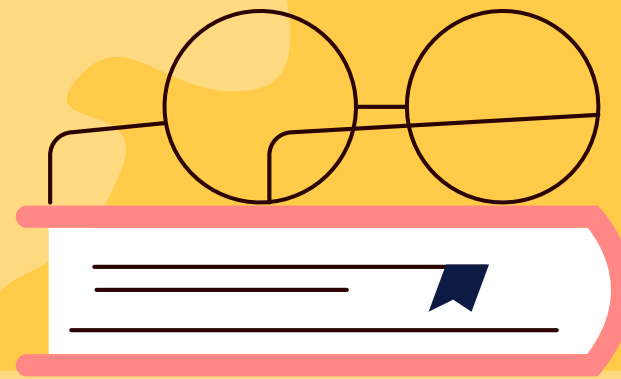


Skill Outcome for Leadership

The model helps learners frame issues clearly, promoting practical proposals and enhancing their ability to lead discussions effectively.

06

Persuasion and Pressure Management



Session 17: Persuasion Language

Respectful Persuasion Through Collaboration

Build influence and confidence by collaborating, never applying pressure. The Persuasion Mini-Model states a proposal, gives a benefit, and invites agreement.



Practice and Facilitation

Run short proposal pitches and reinforce curiosity, consent, and shared decision-making to develop persuasive communication skills.

Session 18: Handling Pressure

Building Calm, Resilient Responses

Prioritize self-regulation over perfection under mild pressure. Core tools include pausing, taking one slow breath, and giving simple, steady answers.

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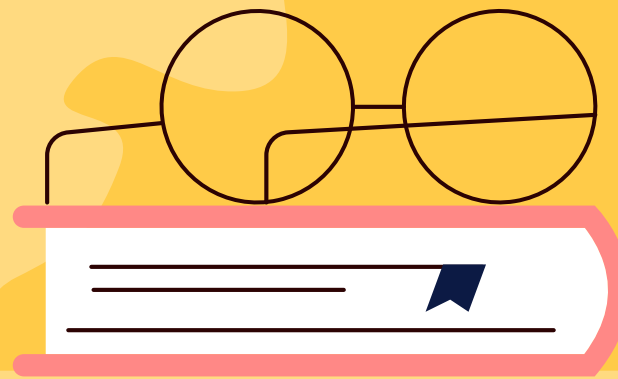
● **02**

Practice Approach and Facilitator Emphasis

Simulate mild pressure in short role-plays, then reset and repeat. Reinforce resilience by prioritizing regulation before response to maintain calm communication.

07

Integration and Real-World Application



Session 19: Meeting Communication

Language for Active Participation

Use common phrases for starting, clarifying, and closing discussions. Focus on clear and concise delivery to participate confidently in meetings.

Practice and Coaching for Workplace Confidence

Facilitate role-plays and coach learners to contribute briefly, listen actively, and build the confidence needed for workplace meetings.

Session 20: Professional Presence

Integrating Physical and Verbal Skills

Emphasize posture, voice, and direct language to project credible professional presence. Model confident delivery and provide individualized feedback.



Result: Authority and Trust

Participants integrate skills to communicate authority, clarity, and trust, enhancing their professional image and effectiveness.

Session 21: Giving Opinions Clearly

Reinforcing Opinion-Sharing with Structure

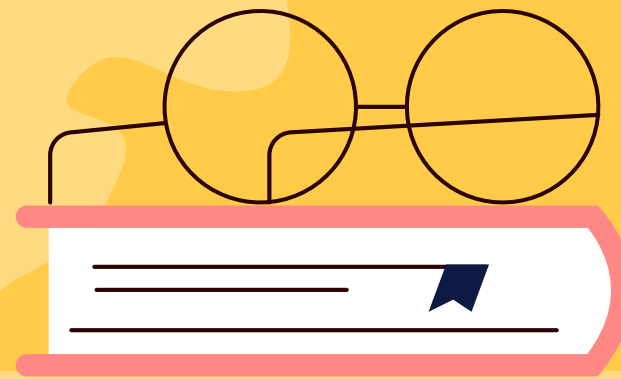
Use a clear structure and respectful tone to state views, give reasons, and invite responses. Facilitate guided discussions and reflection prompts.

Key Reminder: Listening as Part of Communication

Emphasize listening by acknowledging others, asking clarifying questions, and responding thoughtfully to build effective dialogue.

08

Capstone Sessions and Program Conclusion



Session 22: Mock Meeting



Integrating Learned Skills

Facilitators run a full mock meeting, assign roles, observe communication, and debrief with specific feedback. Celebrate progress and participation to reinforce learning.

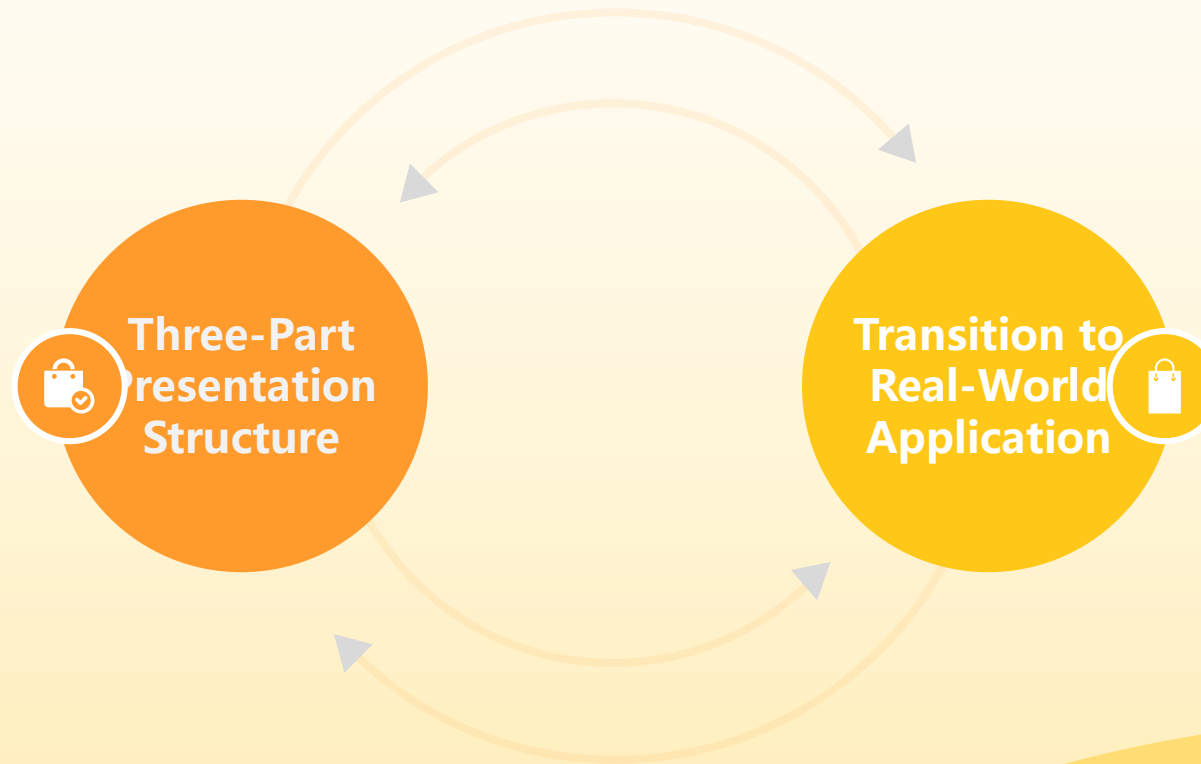
Session 23: Final Interview

Capstone Mock Interview with Real-Time Coaching

Facilitate supportive interviews applying all frameworks: clear stories, structured answers, and confident examples. Focus feedback on clarity, structure, and calm delivery under pressure.

Session 24: Final Presentation

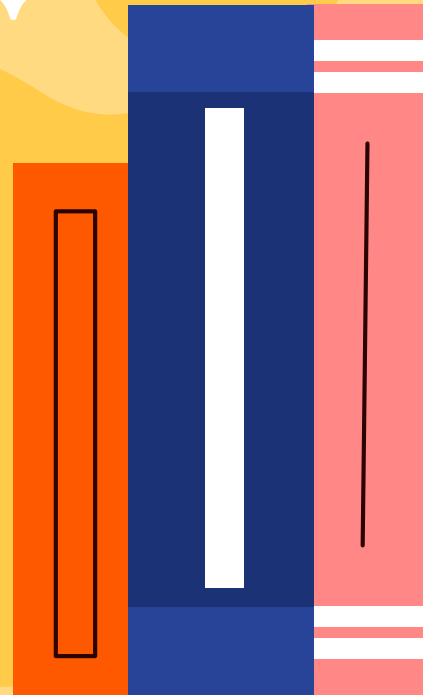
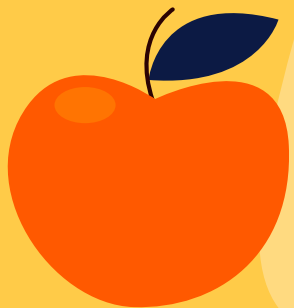
Start with a clear purpose, share 1–2 key points, and close with a confident takeaway. Facilitators create an upbeat space to recognize progress and growth.



This session marks the transition from learning to applying skills in authentic settings, preparing learners for professional success.

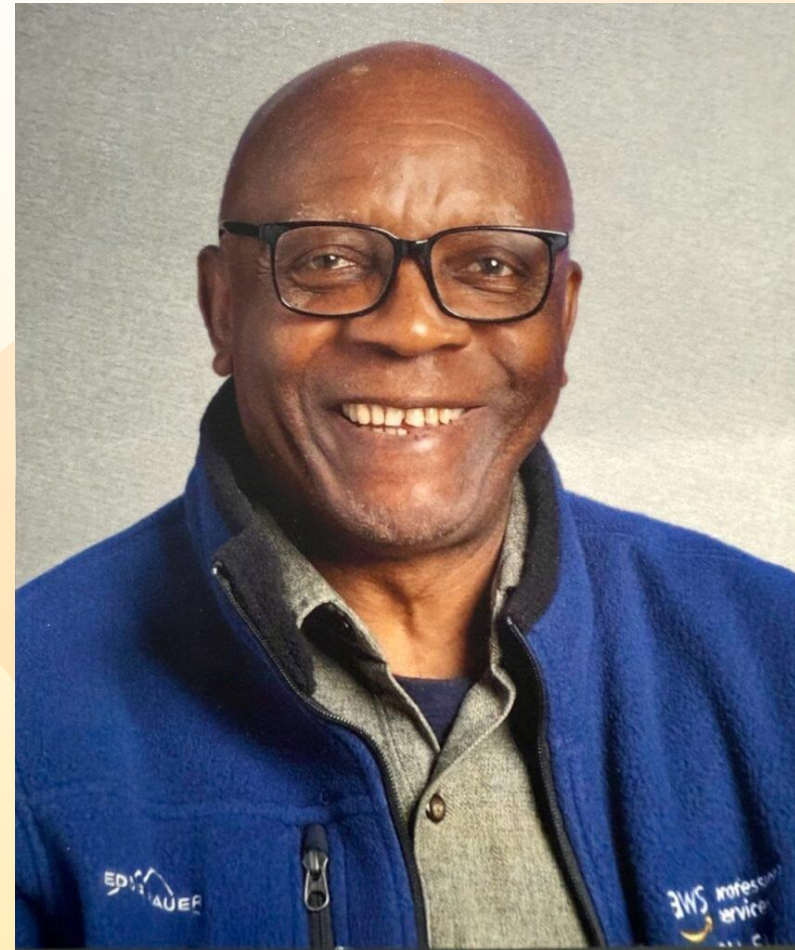
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Program Contact and Conclusion



Contact Information

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The End of the Program



The program concludes with a celebration of progress and a clear path for applying learned skills in professional environments.

**Thank you for
watching.**

