# Accent, Pronunciation, And Grammar: A Phonetic Approach to Teaching Spoken English for Professional Communication

Kanumarlapudi Srinivasu<sup>1</sup>, Dr. Kalyana Chakravarthi Thirunagari<sup>2</sup>

<sup>1</sup>Research Scholar, Texas Global University

<sup>2</sup>Research Supervisor, Texas Global University

Abstract-Achieving success professional communication largely relies on a spoken form of the language, especially now that there is global interaction. Many non-native speakers suffer with regard to clear accents, pronunciation, and fluency in grammar that present hindrances for meaningful interactions. This paper explores the role of phonetic approach in addressing the challenges and enhancing spoken English skills for professional environments. The phonetic technique aims at learning and implementing the sounds, rhythm, and intonation of English through which learners improve their ability to pronounce correctly and choose a neutral or profession-depending accent. Combining phonetic methods with those of grammar guarantees that learners eventually become fluent and linguistically accurate. Such an entire approach not only improves effective verbal communication but also selfconfidence in professional settings that may include presentations, meetings, and collaborations. This approach also gives insight into practical applications and benefits of phonetic training in workplace communication. This approach misunderstandings due to language because the clarity and inclusiveness enhanced by this approach are valued by professionals who have to work in diverse, international teams. Real-life cases and strategies are discussed for underlining the transformative possibilities of phonetic teaching.

Keywords: Accent, Pronunciation, Grammar, Phonetics, Spoken English, Professional Communication, Language Training, Workplace Communication, Global Collaboration, etc.

#### I. INTRODUCTION

In today's professional world, effective communication is more than just a desirable skill—it is a necessity. Serving as the lingua franca of global

business, for many professionals, the means of expression is in the spoken word of English, but it is very easy to lose the plot at the level of clarity, confidence, and correctness: unclear pronunciation, a conspicuous accent, and grammatical errors can all lead the way to being ineffective when it comes to ideas conveyed. These challenges cause misunderstandings, loss of self-confidence, and missed opportunities in the workplace.

A phonetic approach may be the solution to this problem. This method addresses the sounds, rhythm, and intonation of the English language to help learners improve pronunciation and minimize the impact of the native language accent. It also provides a good base for incorporating grammatical correctness into natural, fluent speech so that the learner speaks clearly and also communicates with accuracy. This dual focus is especially important in professional settings where clear communication can make a big difference in collaboration, negotiations, and presentations.

This article discusses how a phonetic approach can be applied in the teaching of spoken English in professional communication. It discusses some problems that non-native speakers often face, the benefits of training in phonetics, and practical strategies for applying the integration of phonetics with grammar in training. This work will focus on those very key areas in order to establish a comprehensive method to ensure improvement in workplace communication between linguistically diverse members.

# II. IMPORTANCE OF SPOKEN ENGLISH IN PROFESSIONAL COMMUNICATION

Spoken English is, in the modern world, the essential skill for almost every professional. Whatever industry you are working in, communication in English will have a tremendous impact on your career. Whether you are a small start-up or a large multinational corporation, it is often through the English language that professionals connect with their clients and markets. Whether it's presenting to an international client or trying to get your point across in a meeting, the ability to speak fluent English has become key to success when working with someone from another country or merely communicating with someone across town.

Here's why mastering spoken English is so important in today's workplace.

- 1. Essential for Global Collaboration: The world is now more interconnected than ever. As a result, English has become a common language in most industries. It is the language by which global collaboration will be done; it is how frequently a person sends an email to a colleague or holds a meeting with a client outside the country—most probably these happens in English. Where there is such a big company, or international teams, require so that communication runs very smooth. It enables the teams to work efficiently together, share ideas without any confusion, and resolve issues that are very necessary to ensure the projects are kept in line.
- 2. Clarity of Communication Builds Trust and Credibility: The way you speak in the office says a lot about you. If you can put your ideas across clearly in English, it's one huge asset. It shows that you are competent in your field but also have the ability to express your thoughts clearly. This is, therefore, very important if one is in a position of leadership or client-facing type because clarity and confidence communicating will make a whole difference in how you are being perceived. Clients, colleagues, and bosses all tend to trust someone who can communicate their ideas succinctly,

- making it easier for you to be given an opportunity for important projects.
- 3. Guide in Daily Interactions: Not really about grand presentations and great meetings-it's in all the small conversations that get talked about. Whether over coffee with your colleague to talk something through, a great explanation in a team meeting or just checking in on someone who sent you an email, how you express yourself in English can have an enormous impact on the pacing of your day. Spoken English is one area making communication so smooth and slick. You would speak without a care, and others will respond more readily to you. Misunderstandings or awkward silences are less likely to occur when they can all follow along with what you're saying.
- 4. Builds Your Confidence Under Pressure: Whether speaking before a large group, negotiating a client, or working to resolve a difficult issue in front of a colleague, self-confidence is the difference-maker. When you are able to talk comfortably in spoken English, you will avoid feeling nervous or anxious during high-pressure situations. This confidence is also contagious, as it lets other people know that you are on top of things, know what you are talking about, and can easily get over the challenges that you might be facing. If, however, you are not good at communication, you would likely feel helpless and become discomposed. This is really bad news for the results of critical discussions.
- 5. Improves Workplace Relations: Good communication is at the heart of effective workplace relationships. Whether relationship is with a boss, a peer, or even a client, clear-spoken English allows you to easily build rapport and connect better with others. In multicultural teams, particularly those of different cultural backgrounds, this shared language often is the English language. Being able to speak the language makes sure that everyone feels they are included in the discussions and conversations. This inclusivity strengthens team cohesion and helps foster an environment of mutual respect and collaboration.

6. Drives Career Growth and Opportunities: When you're able to communicate confidently in English, doors open. Many promotions, international assignments, or leadership roles are granted to those who can express themselves in English. Even though the job may not have international communication on a regular basis, speaking fluent English projects you as a flexible and multi-talented person with much work potential. Many in the industries of marketing, finance, consulting, and tech often favor English. Thus, high-end positions or international scope opportunities would be more easily accessible to them.

Spoken English is rather more than just a linguistic competence. It has, as an essential asset, assisted many in success in today's global workplace. From establishing trust with their colleagues to developing confidence in major meetings, the ability to express fluently in English helps individuals maneuver the intricacies of the modern professional world. It helps you build relationships, increase your visibility, and open up new career opportunities. In a world where communication can make or break your success, mastering spoken English is an investment that will pay off in countless ways.

## III. CHALLENGES IN MASTERING ACCENT, PRONUNCIATION, AND GRAMMAR

Mastering the nuances of spoken English—specifically, accent, pronunciation, and grammar—can be quite daunting for many learners. When one has fluency in the language, these three components will present different challenges that can limit the effective communication of one's ideas, especially if they are not native speakers. Let's take a look at some of the key obstacles people face in this process.

### 1. The Complexity of English Pronunciation

English pronunciation is notoriously tricky. Unlike many languages that follow consistent rules, English has a wide variety of sounds and exceptions that can make it hard to predict how words should be pronounced based on their spelling. For example, the words "though," "through," "thought," and "thorough" all look similar on paper but are

pronounced completely differently. This can confuse the learners and lead to miscommunication, especially if the wrong pronunciation is used in a professional setting. Many students also have difficulty with vowel sounds, which can be dramatically different from those in their first language. For instance, the difference between the short and long vowel sounds in words like "ship" versus "sheep" can be difficult for speakers of languages that do not make such distinctions. Pronouncing these words incorrectly can sometimes embarrassing result in situations misunderstandings.

#### 2. Accent Differences

Accent is the other main challenge. English is communicated in varied accents around the world. Some of those are hard for others to comprehend even if the former is fluently speaking in it. In fact, for instance, an American accent may sound different compared to a British or an Australian one when it comes to rhythm, stress, and intonation. Sometimes, this will cause difficulties in communication, or create a barrier that prevents a speaker from making contact with another. Non-native speakers often worry about their own accents, too. Many people fear that their accent might make them sound less professional or less competent. Reality is that an accent is a natural part of language acquisition, but it sometimes creates a barrier if the communication is unclear or when others are not familiar with that particular accent. Find a balance—embracing your accent while working on making your speech clear and easy to understand.

#### 3. Grammar and Sentence

As far as sentence structure and overall grammar is concerned, native English speakers often find English pretty challenging. For a majority whose first language does not support the same order of a sentence or grammatical requirements, English is quite tricky. For instance, which word order should be maintained in questions (like in, "What time is it?") versus "Is it what time?") or, for example, the difference between using "a" or "the" sometimes can be a little more involved. These subtle differences will really make a big difference as far as how natural

and right your English sounds. Many learners also have problems with tenses. English has a relatively complex system of tenses to express different times, actions, and states, and getting them right can be difficult, especially when these tenses do not have direct equivalents in the learner's first language. In fact, incorrect use of tenses can completely change the meaning of a sentence, which can cause confusion or mistakes.

#### 4. The Influence of First Language (L1)

For many non-native speakers, their first language (L1) has a significant influence on their English. This is known as "language interference," and it's a common challenge. For example, a French speaker might struggle with English articles because French doesn't use the same system of definite and indefinite articles. Similarly, a Chinese speaker might have trouble with English plural forms because Mandarin doesn't have plural forms. This interference will lead to difficulties in perfect pronunciation, grammar, and accent. Learners tend to use rules of their first language without consciously knowing it, while learning English. Of course, this is the nature of the learning process; it has to be overcome in a conscious manner over time.

#### 5. Cultural and Social Factors

Cultural and social factors may come into play in the way in which language is spoken; thus, increasing the possible complexity. One example of a characteristic of the English language is idioms, slang, or regional expressions and how to perfect these often requires one to know far more than just the rule of the grammar. Such things are how to pick up in which phrases used in relation to others' intonation in order to change meanings. In addition, social pressure can also be involved. There are some professional settings where the expectation is to speak fluently, clearly, and neutrally. A learner may feel awkward about their accent or pronunciation, and this can cause them to feel anxious and to not move forward. Keep in mind that communication is the end, and mistakes are allowed along the way.

#### 6. The Time and Effort Involved to Improve

It requires time and consistent practice to master accent, pronunciation, and grammar. For most students, it is the challenge of allocating enough time and effort to enhance those areas, especially when one has other work or life engagements. Language learning is a gradual process, and some progress can be made rapidly, but true mastery will take time. It may be frustrating, but if one persists, improvement can be noticed.

Mastering accent, pronunciation, and grammar is not easy; it does not happen overnight. Each component has its own set of challenges-from the confusing nature of English pronunciation to the complexities of grammar and the impact of cultural differences. However, with patience and practice, these challenges can be overcome. The key is to embrace the learning process, be open to feedback, and focus on clear communication—ultimately, that's what really matters in professional interactions. The more you practice, the more confident and proficient you'll become, breaking down the barriers and paving the way for success in professional communication.

## IV. PHONETIC APPROACH: A FOUNDATION FOR EFFECTIVE COMMUNICATION

The study of phonetics is sometimes conceived as a technical field within the study of language. In fact, it deals with speech sounds. However, learning a language requires a phonetic approach not only for linguists or language experts but, in fact, a helpful tool for anyone who aims to communicate more effectively. It's a total game-changer for anyone working to improve their spoken English, especially in professional settings, in terms of understanding the sounds of English, how they work together, and, most importantly, how they may be produced clearly. Let's take a closer look at exactly why a phonetic approach provides such a powerful foundation in improving communication.

#### 1. Improving Pronunciation for Clear Communication

One of the advantages of a phonetic approach is that it promotes pronunciation. Most languages have several sounds that are not easily intuited by spelling, whereas English is no exception. Words like "tough" and "though" sound rather different from one another even though they look the same. A phonetic approach helps the learner to understand the physical processes of how these sounds are made, so that he can pronounce words more clearly and correctly. Phonetics provides a systematic way to learn how to produce sounds correctly. It teaches the positions of the tongue, lips, and vocal cords in relation to the sounds they make. This can be very helpful to those who are non-native speakers. They have a problem when it comes to sounds that don't exist in their native language and when they find difficulty pronouncing English vowels and consonants properly.

#### 2. Reduction of Accent Barriers

These can be some of the most prominent parts of a spoken language: accents that people use; yet though they are quite a natural part of speaking, at other sometimes bring trouble times thev understanding. In contrast, a phonetic approach focuses on individual sounds in speech rather than eliminating the accent. By knowing how different sounds are formed and where they differ across dialects, learners find how to modify their speech so it becomes easier for others to understand. For instance, a very regional accent will be appreciated better by learning the pronunciation of sounds that are very commonly misheard. Phonetic training enables a person to hold their natural accent and yet make the words clear and less prone to being misunderstood rather than just changing identity-it is about upgrading communication.

#### 3. Building Confidence Through Clarity

The moment you know how to pronounce words correctly, you will be full of confidence. In a professional setting, clear communication is key, and the more confident you are about your pronunciation, the more likely you are to speak up in meetings, presentations, or casual conversations. A phonetic approach can remove the uncertainty surrounding how to pronounce tricky words or sentences, which makes it easier to speak without hesitation. For example, learning correct placements for those tricky "th" or "r" sounds can eliminate awkward pauses when trying to say something where you have no idea what you meant. It makes you confident about

speaking since the understanding of phonetics is accompanied by clarity that will probably make people listen and understand better without needing clarification.

#### 4. Improved Listening and Comprehension

A phonetic approach isn't just about speaking—it's also about listening. When you understand the mechanics of how sounds are formed, it becomes easier to distinguish between similar-sounding words and recognize different accents or pronunciations. This skill is especially useful when listening to others in a professional context, where miscommunication can lead to mistakes or misunderstandings. As with that minimal change in sounds, professionals learn the ability to communicate more richly in conversations, discussion forums, and meetings. But as one uses this knowledge further, it is found also effective since the linguistic backgrounds that are different from those among whom one is communicating often may be because phonetics provides a common ground toward understanding speech, regardless of accent.

# 5. Phonetic Training to Improve Grammatical Accuracy

Phonetics could be basically concerned with the sounds, but training and knowledge on phonetics can contribute greatly to grammatical correctness; it is also true to say that in the case of English, pronunciation could change words meaning or function, such that in English, for example word stress is a factor changing completely the meaning of any word, consider 'record', which can both act as noun and verb. A phonetic approach allows learners to understand how the patterns of stress work within sentences and will make their speech sound more natural and grammatically correct. It focuses on how words and phrases are stressed or joined to avoid the errors of tone and meaning that could occur by not using word stress appropriately and intonation. For professional communication, accuracy in terms of grammar and pronunciation is most crucial to convey clear and relevant information.

#### 6. Enabling Effective Teaching and Learning

Another phonetic approach can also change the way we teach and learn the English language. To teachers, phonetic training is a tool for breaking down pronunciation into manageable pieces through special attention to specific sound patterns and their variants. For learners, it gives a structured way of knowing how to produce sounds, thereby easier to practice and master in a systematic manner. Instead of memorizing words, the learners will understand why the sounds are as they are, and that will help them practice their pronunciation in a more efficient way. They also gain the means to identify and rectify their own speech patterns and become more independent and self-assured.

A phonetic approach provides a good start for someone who is determined to improve his or her spoken English, especially if that improvement is needed for professional reasons. By concentrating on the mechanics of pronunciation, the pattern of stress, and recognition of sound, learners can clarify what they say, minimize misunderstanding, and feel more confident about speech. Knowing phonetics is not just about speaking more accurately, but it is also about making clearer paths for communication both for the speaker and the listener. With the proper knowledge of phonetics, anyone can take their speaking skills to the next level and, therefore become a very effective communicator in the workplace or beyond.

Improving pronunciation and accent through fundamental phonetics in professional communication because clarity plays a very important role in understanding. Phonetics helps learners master the sound system of English, beginning with the phonetic alphabet that breaks down sounds into distinct symbols. This familiarity allows learners to grasp the subtle differences in sounds, like the sound of vowels such as /æ/ in "cat" and /ɛ/ in "bed", which can easily confuse many whose first language doesn't differentiate them. Phonetic training also helps learners perfect very challenging sounds, like that of the "th" sound in words like "think" and "this" which is very rare in other languages. Moreover, phonetics helps in the mastery of English as a stress-timed language, which helps students know which syllables and words to stress to be more natural in speech. With this knowledge and practice of phonetic principles, students can reduce pronunciation barriers while keeping their individual accents.

Phonetics, when combined with grammar, further fluency enhances and ensures smoother communication. Pronunciation and grammar are interrelated in the formation of fluent speech. Although the grammar structure rules sentence formation, phonetics is that which helps pronounce words, intonation, and stress in sentences, therefore producing a more natural flow. Phonetics teaches the position of stress in sentences. For example, how the content words (nouns, verbs, adjectives) are stressed while the auxiliary verbs and articles are unstressed. That's how they avoid some of the most awkward and confusing speech. Phonetics also helps in the correct pronunciation of verb tenses, such as the difference between "I am working" and "I worked yesterday." When both grammar and phonetics are combined, learners can be sure that their speech is grammatically correct and also smooth and understandable, thereby increasing their confidence and effectiveness in communication.

## V. TRANSFORMING WORKPLACE COMMUNICATION THROUGH PHONETIC TRAINING

Today's rapid, increasingly work diverse environments call for clear, effective communication than at any other time. Firms' intent on becoming a global force and team players whose operating cultures and languages require individual who can express him himself freely and unapologetically in fluent English-are essential elements to successful professional interaction. Phonetic training helps to improve communications among individuals in the workplace with greater speech clarity, reduction in miscommunication, and a healthier sense of team spirit. This way, phonetic training can better contribute toward effective communication in the workplace.

#### 1. Clear Communication

Whatever a professional environment may be addressing the team, communicating to a client, or teaming up with your colleagues who belong to other

countries-phonetic training helps to get the pronunciation right hence the employee can convey their thoughts and ideas without confusion. For example, how easily other people will understand what is being communicated can be made through the proper pronunciation of sounds which are often mispronounced like "th" or "r". Common errors of pronunciation can be removed by employees in order for them to deliver the message clearly and confusion will be at minimum. Phonetic training also ensures proper application of the patterns of stress and intonation. That is, what would actually give the sentence meaning and give it the right tone of voice. Mis-performance or making a wrong intonation and an inappropriate emphasis on a given word can actually change totally a message. Phonetic awareness makes people talk with the right rhythms and emphases that help better the meanings and clarity involved in the speech.

## 2. Neutralization of accents and improved mutual intelligibility

In a multicultural workplace, employees often bring diverse linguistic backgrounds and accents. Accents are natural to communication; however, heavy or unclear accents can sometimes become a barrier to effective understanding. Phonetic training allows an individual to fine-tune their accent, reducing the chance of misunderstandings without erasing their cultural identity. This approach requires the employees not to lose their original accent but gives them tools to pronounce words more clearly and in a way that is easier for others to understand. For instance, it might be hard for an international team to actually hear each other if accent drowns out some pronunciation. Focusing more on the phonetic parts of speech, such as vowel sounds and consonant clarity, workers will be able to get the message across so people of any accent are on the same page.

## 3. Building Confidence and Participation

One other kind of training that is much related to building self-confidence with workers includes phonetic training. There are people who do not know how to pronounce even the most common words which really makes them shy away, so they would not like even to present or talk directly to the clients. By phonic training, the employee could be relieved of doubts which make him shy. This ensures that when workers feel confident that their speech is intelligible, they are more likely to engage actively in the discussions, contribute valuable insights, and present ideas confidently. This, in turn, fosters a more inclusive workplace where communication flows freely and all employees feel empowered to share their thoughts.

#### 4. Enhancing Cross-Cultural Communication

As companies expand internationally, workers interact with colleagues and clients from different cultural backgrounds. The phonetic training will help bridge the cross-cultural communication gap since it will have better pronunciation, listening skills, and understanding of speech patterns. For example, take when an English-speaking employee working with a company from Asia or the Middle East may find himself or herself having problems grasping one of the more accentuated colleagues; phonetic training equips the employee to listen critically, to appreciate different accents, and subsequently make allowances in speech towards better assimilation. Second, one's helps adjusting speech build closer relationships, fosters mutual respect, and facilitates transactions. smoother business Effective communication is relevant in diverse teams, and phonetic training ensures that language differences become a bridge, not a barrier, to collaborations.

#### 5. Improved Customer Interactions and Service

Phonetic training is crucial in customer-facing roles as it guarantees that clients or customers clearly understand the service being provided. Whether on a call over the phone, video calls, or face-to-face communication, clear communication ensures trust and professionalism. Through the training of employees in phonetics, the company will ensure that employees are confidently and accurately addressing customer inquiries with a minimal chance of misunderstanding leading to dissatisfaction or errors in service. For example, if there is a customer support case, an employee who pronounces technical terms correctly with the proper pronunciation would be able to clearly explain and resolve problems for the customer. Phonetic training equips the power of

employees to speak clearly and correctly. Such communication is very necessary for high customer satisfaction.

#### 6. Efficient Meetings and Presentations

Meetings and presentations are the order of the day in the corporate world today. Whether one is presenting to a small team or speaking at an international conference, clear and engaging communication is needed to make a good impression. Phonetic training allows employees to speak with confidence and clarity, ensuring that their presentations are well received and their messages are understood. For instance, the phonetic training helps people pronounce the technical terms, names, and acronyms unfamiliar to a colleague or a client. It is also how speakers use appropriate intonation and stress patterns for keeping audience engagement. These details then help ensure presentations are all the more effective and how meetings are conducted with very few misunderstanding incidents.

#### 7. Promoting a Culture of Effective Communication

Clear and effective communication will be assured by the culture developed in an organization that invests in phonetic training. It may enhance collaboration, faster decision-making, and overall productivity of the employees. When the employees are assured that they can convey their ideas and concerns without being miscommunicated, they tend to work well together, share ideas, and contribute to the success of the organization. The phonetic training encourages the culture of learning and self-improvement. The efforts of an employee to take some amount of time for improvement of their spoken English prove him a professional as well as adaptable towards new challenges. This positive learning results into team work and gives him mind-set of continuous improvements.

This thus opens the space for this powerful tool, Phonetic Training, to transform workplace communication to better pronunciations and reduced barriers to increased confidence and, above all, possibilities of cross-cultural understanding through improvement in individual skills on communication, but generally on productivity as well as teamwork in

the workplace. Since clear communication in the modern world is the key to success, phonetic training gives employees the knowledge that enables them to communicate with confidence, prevent misunderstandings, and hence contribute to their teams and organization accordingly at work.

#### VI. CONCLUSION

The base of professional success in a modern, globalized working environment is communication at work. Spoken English has multiple layers of accent, pronunciation, and grammar, hence, being the basis for communication in the workplace. Amongst other approaches, phonetic approach to teaching of spoken English provides considerable advantages when the major challenges are those related to pronunciation accuracy, speech clarity, and understanding various accents. These will enable professionals to communicate effectively, avoid misunderstandings, and have a greater sense of connection with their colleagues, clients, and stakeholders. In addition, phonetics in grammar through professional communication ensures that words are said correctly and that they convey the proper rhythm, stress, and intonation. This would therefore combine fluency and clarity to make employees sound more natural and confident in their conversations. Phonetic training thus provides balanced ground for communication, meaning that people will speak fluent English both grammatically right and linguistically smooth as well as easy to listen to. Such an integral approach is very vital in bringing about credibility, trust as well as rapport in workplaces. Ultimately, phonetic training transcends the improved individual communication skills; it now becomes a powerful tool in making teams work differently and even organizations function. It becomes an environment where people with diverse linguistic backgrounds can converse without any hindrance in the process of effective collaboration, and this makes them more inclusive. Proficiency in spoken English is no longer just a desirable skill but a necessity in today's competitive job market. Therefore, investing in phonetic training prepares not only individuals but also organisations for proper management of communication-related demands in the new workspace and for long-lasting success afterward.

#### **REFERENCES**

- [1]. BBC Learning English. (n.d.). Business English: Language for international communication. Retrieved from https://www.bbc.co.uk/learningenglish/english/features/business-english
- [2]. Cambridge English. (n.d.). Business English:
  An essential skill for success in the workplace.
  Retrieved from
  https://www.cambridgeenglish.org/learningenglish/exams/business-english
- [3]. Candor. (n.d.). *Professional communication in the workplace*. Retrieved from https://www.joincandor.com/blog/professional-communication-workplace
- [4]. EF English Live. (n.d.). Business English:

  Communication strategies for success in the
  workplace. Retrieved from
  https://englishlive.ef.com/en/englishtips/business-english
- [5]. Harvard Business Review. (2017, November). Why leaders need to communicate effectively. Retrieved from https://hbr.org/2017/11/why-leaders-need-to-communicate-effectively
- [6]. Oxford University Press. (n.d.). Business English resources: Improving professional communication skills. Retrieved from https://elt.oup.com/
- [7]. Pearson English. (n.d.). Effective business communication and the role of pronunciation.

  Retrieved from https://www.pearson.com/english/business-communication
- [8]. Perfectly Spoken. (n.d.). English language as a tool in business communication. Retrieved from https://www.perfectlyspoken.com/english-language-as-a-tool-in-business-communication
- [9]. SAGE Journals. (2020). *Business* communication quarterly. Retrieved from https://journals.sagepub.com/home/bcq
- [10]. The Language Institute of Toronto. (n.d.).

  \*\*Business English training for professionals.\*\*

  Retrieved from https://www.linguisticsinstitute.com/blog/business-english-training
- [11]. The Linguist List. (n.d.). Phonetics and language training in the professional world.

- Retrieved from https://www.linguistlist.org/issues
- [12]. University of Southern California (USC).

  (n.d.). Professional English programs for global careers. Retrieved from https://www.usc.edu/professional-english