

## Un-locking the **POWER** of people performance in business



### Searle Van Eeden and Routen (Pty) Ltd trading as Paladin Consulting



## WHO ARE WE?

At **Paladin Consulting** we offer services to optimize business performance and skills development. We have a special interest in the Business Process Services Industry. We value and believe in the power of human capital in business.

We offer: business performance gap analysis and business case development, learning and performance architecture, and implementation of measurable performance based skills development initiatives.

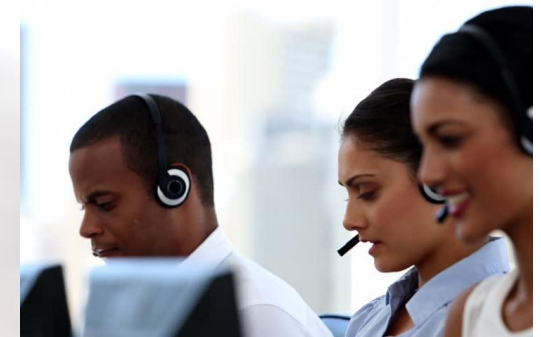
The English language contains **23 vowel sounds** and **23 consonant sounds**, making the *phonetic learning* of English challenging compared to the **5-7 vowel sounds** found in our **other South African languages**.

## Why Is Auditory Processing and English Accent Neutralization Important to Us?

Auditory processing and literacy form the fundamentals of learning and skills development. Auditory processing has been defined by scientists as the precursor to literacy (“Understandings of Literacy”, UNESCO), which emphasizes the need for efficient levels of auditory processing to be translated into literacy skills and use thereof.

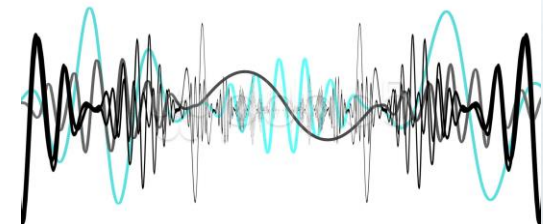
**English accent neutralization** is concerned with refining one’s auditory processing abilities to ensure intelligible communication, impacting business performance and quality.

In our experience in business consulting, since 2002, we have found that listening skills (auditory processing); communication skills (intelligible speech); and literacy skills have a direct impact on an individual’s ability to successfully perform in the workplace. At Paladin, we believe in the need to equip individuals with the tools to succeed, beginning with addressing the most basic components of learning: listening and literacy skills.



Auditory processing is not only a stepping stone, but an **integral part of literacy skills**. Literacy is seen as a **basic human right**, and a **foundation for lifelong learning**.

- United Nations Educational, Scientific and Cultural Organization (UNESCO) -



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## Explaining the Accent Labs EAN Course

The Accent Labs English Accent Neutralization (EAN) course offers comprehensive teaching tools and lessons to address both auditory processing and intelligible communication. The course integrates aural explanations and questions; visual imagery demonstrations for production of vowels; listening and accurately recognizing vowel sounds, words and sentences; correct spelling through typed answers; as well as the opportunity for voice recording and feedback from a professional speech therapist.

### An e-Learning Platform

Accessing and using the EAN course is made simple, easy and reliable by having a Virtual Learning Environment (VLE) based on the Moodle Learning Management System (LMS).



### Other Noticeable Users of Moodle

- North West University
- Nelson Mandela Metropolitan University
- Monash
- University of the Witwatersrand
- University of Cape Town
- EPT Aviation Training

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*Auditory discrimination can affect reading, spelling, writing, and following directions... [and is] particularly tested in noisy environments where it becomes increasingly difficult to discriminate between sounds and words that are acoustically similar (Listen and Learn Centre - Australia)*

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### Who Can Benefit from the Course?

This course caters to learners at school, tertiary, and business level. Any learners who are: struggling to clearly understand or communicate, under performing in tasks and/or role proficiency, relaying or transcribing inaccurate information and details, and struggling with the English language in general (usually as a result of having a different home language).

### Train-the-Trainer and Voice Coaching

Accent Labs highly recommends a blended approach of learning and facilitating/coaching to achieve the optimal benefits of this course. Accent Labs' specialists offer an optional 3-day course to equip an organization to internally facilitate and coach the EAN course. Additional communication skills coaching (offered by speech therapists) is another excellent tool offered as an optional service by Accent Labs. For further details or queries about train-the-trainer and coaching please contact the sales manager (details below).

### Contact Us

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### Visit Us

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*The most basic of all human needs is the  
need to understand and to be understood.  
The best way to understand people is to  
listen to them.*

Dr. Ralph Nichols (a pioneer in the science of listening)

