



TECHNICAL COMMUNICATIONS IN EMAIL, REPORT, AND MINUTES WRITING

ATCEN

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Date : 16th – 17th October 2018

Venue : ATCEN Learning Centre, Damansara Perdana

Workshop Description

Technical communication skills are required in service, technical, and business environments.

This training course provides a complete guide through the process for planning, writing, and editing technical documents, which includes assessing the need of users, selecting document formats for both written and digital media, particularly emails, reports, and minutes. This workshop also helps participants with typical technical writing problems: getting thoughts onto paper, explaining complex information in understandable terms, writing simple and effective processes and instructions

Workshop Learning Objectives

- Construct technical document using simple English
- Formulate effective sentences that explains information clearly
- Breakdown complex ideas into clear and logical flow
- Create technically accurate documents

Who Should Attend?

- Executives and Administrative professionals who needs to write technical documents.

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Break
1300 – 1400	Lunch
1530 – 1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN

This training is **PSMB claimable**
Subject to PSMB approval

Technical Communications in Email, Report, and Minutes Writing

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Module Outline

Module 1: Essential Elements of Technical Writing

- Identifying the differences between technical, and business writing
- Introduction of writing process - pre-writing, drafting, revising, editing, proofreading, publishing
- Application 7'Cs of writing

Module 2: Understanding The Reader

- Appreciating different audience
- Identify audience types and their level of expertise
- Focusing on readers' need

Module 3: Writing Clear and Concise Document

- Using plain and simple English
- Recognizing active vs. passive voice
- Forming concise sentence
- Avoiding redundancy, jargon and slang

Module 4: Presenting Documentation clearly

- Using bullet points effectively
- Presenting information clearly
- Using diagrams

Module 5: Guidelines and Format for Emails, Reports and Minutes

- Introducing the format of emails, reports and minutes
- Generating content for emails, reports and minutes

Module 6: Editing and Reviewing of Document

- Using technical language
- Improving grammar mistakes
- Editing and Proofreading

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Program Facilitator

Loshini Priyaa A/P Rajangeran

Loshini acquired her Bachelors of English language in Linguistics and Literature with a minor in Mass Communication from Universiti Tunku Abdul Rahman. Prior to her undergraduate studies, Loshini has completed her college education with a Diploma in Pharmacy at Masterskill Global College.

She has worked in various fields before embarking on the pathway of training and development. She has served in fields like food and beverages, involved in marketing activities, product merchandising, sales and last but not least, recent engagement in customer service field for a Singapore-based market.

Over the years, Loshini has actively participated and organised events that have carved the pathway for her to gain insights into the needs of having the best communication and negotiations skills to accomplish tasks. She has participated in debate, drama and elocution competitions from school to inter - clubs and inter - varsity levels to national levels. She also holds a 1st-degree black belt in Tae Kwon Do and has organised championships for district levels.

During her time in University, she has participated in training camps to teach and enhance students' language skills particularly in English. She has organised debate workshops for secondary students to improve their argumentative skills. She has been the secretary for English language society throughout her college and university time, thus has great passion and love for English as a language.

Some of the companies that Loshini has worked over the years are McDonald's, Sai Baba Mercy Home, Taman Desa Medical Centre, Hosp. Bahagia Ulu Kinta, Maxcare Telecommunication Sdn. Bhd., Health Point Pharmacy, Penang Adventist Hospital, Pelangi Publishing Group and Aegis BPO Sdn. Bhd.

Program Facilitator

Lai Jun Leong (JL Lai)

Certified Trainer (HRDF)

Lai Jun Lai (JL) has been involved in people development field for more than five years transforming every youth that he crosses path with, into young leaders. JL is also a certified trainer by Human Resource Development Fund (HRDF).

JL started off early in secondary school conducting and facilitating several teambuilding programs. Furthering his passion at tertiary level, JL was the president of Millionaire Business School for the year 2013, 2014 and 2016. The Business school specializes in providing Finance and Business education services and organizing Business events. JL was involved in sales while simultaneously trained, guided and coached his team members for four years in the organization.

Throughout his term as the president, JL organized 'Business Festival' for three consecutive years since 2014 till 2016 and 'GET RICH through Business Investment' program for 2015 and 2016. JL worked on conferences such as "Human Capital Development Conference 2017" and "Asia Human Capital Development Conference 2018" and projects for clients from Multinational Corporation and Small and Medium Business enterprises even before graduating from college.

In the corporate world, JL was involved heavily in Business Development field and managed large scaled projects with Telekom Malaysia, Hong Leong Bank, and SP Setia for customer experience and leadership programs. He worked with Maxis on "Sales and Leadership Development" programs for their small & medium business division and a lot more. He is also one of the leading Mandarin/ Cantonese speaking trainers.

Some of the companies that JL has worked with include AmBank, AON Insurance Brokers (M) Sdn Bhd, BD Agriculture Sdn Bhd, Bemis Asia Pacific Sdn. Bhd., Bonuslink, Danone, DHL Express Bhd, Dumex, Felda D'Saji Sdn. Bhd., Grand Flo Berhad, Hilti Asia IT Services Sdn. Bhd, Hong Leong Bank Berhad, Hua Yang Berhad, IOI Corporation Berhad, Johnson Controls (M) Sdn. Bhd., Kenanga Investment Bank Berhad, LB Aluminium Bhd., Maxis Berhad Millionaire Business School, Mitsui Sumitomo Insurance Group, PORTMAN College, SP Setia Berhad, SWIFT, Telekom Malaysia, Time software and UOA Development Berhad.

To Register or For More
Information

**Kindly call 03-7728 2623 or
email to info@atcen.com
www.atcen.com**