



Effective Business English and Report Writing

April 19-20, 2021 | 9.00am - 5.00pm | Remote Online Learning via Zoom

OBJECTIVES

- Improve Communication skills through better verbal and written
- Give better corporate image
- Acquire techniques for better written reports
- Learn the methods of how to keep a conversation going
- Know how to communicate effectively through electronic media
- Learn how to write up effective and readable report

CONTENTS

- 1. Making an impression
- 2. Communication
 - Keeping a conversation going
 - Mobile Communication
 - Using Social Media
- 3. Communications on the Job
 - Effective Emails
 - Office Memos
 - Presentation Skills
- 4. Basics of Report Writing
- 5. Key thoughts before writing
- 6. Structure of reports
- 7. Writing Tips
- 8. Workshop

Dates : April 19-20, 2021 : 9.00 am - 5.00 pmTime

: Remote Online Learning via Zoom Venue

: FMM Members – RM 1,272.00 per participant Fees

(inclusive of 6% Service Tax)

Non Members – RM 1,378.00 per participant

(inclusive of 6% Service Tax)

(Fees include course materials and Certificate of Attendance) *each participant must have their own, individual equipment for online meeting with strong internet connection.

For further enquiries, please contact:

Siti Nazihah / Syazwani / Fatahiyah

FMM Institute

Selangor & Kuala Lumpur Branch

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Visit us at: www.fmm.edu.my / www.fmm.org.my

WHO SHOULD ATTEND

Managers, Assistant Managers, Officers and Operational staff

FACILITATOR

Mr Wesley Khaw has conducted and facilitated training for more than 35 public, private and multi-national organisations in Malaysia, Brunei and Singapore, specialising in Human Relations, Effective Communication, Team building, Leadership and QCC topics. A Mechanical Engineering Graduate from a UK University, he started his career in Singapore Airlines. During his tenure, he streamlined staff policies and benefits, which resulted in a reduction of processing time and consequently an increase in productivity. Upon his return to Malaysia, he joined a Japanese MNC, as a Production Engineer which was just starting its electronic key components operations in 1980. Being a pioneer in this company, he then headed a Sales and Marketing team to build up the business from scratch into a RM400 million/year company, exporting key electronic components to more than 50 countries in the global consumer electronics market. During its peak, the company employed more than 2,800 staff. Wesley has also played a leading role in Industrial Relations. He has a wide range of experience in the handling of employer-employee related matters and engaged in numerous negotiations with the worker's Union on behalf of Management. During this period, the company enjoyed a healthy and harmonious relationship, with a WIN-WIN policy as a guiding principle. Due to his senior position in the company, Wesley wears many hats, and is very often required to view issues from an overall company 'global' perspective, from Procurement to Sales, from Production to Financial systems, and above all from a HR perspective. For this reason, from his early days in the company, he has been operating from a top management platform. He also spent a significant portion of his time for the development of staff in his company. He was instrumental in the setting up of the training unit as well as small group activities to enhance the company's policy of staff empowerment. During this period Wesley was also selected by the company's head office in Japan to conduct middle courses for its ASEAN managers in Singapore. For all his immense contribution to his company, he was appointed to the position of Executive Director in 2001 and has also been a member of its Associated Company's Group, Board of Directors Committee for Bangi, a first for a Malaysian employee.

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM **Institute"** should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

REGISTRATION FORM

Effective Business English and Report Writing

April 19-20, 2021 (Wednesday-Thursday)

Remote Online Learning via Zoom

The Manager FMM Institute Tel: 03-55692950/4471/4171

Fax: 03-55694346

SST No:W10-1901-32000105

Please tick ($\sqrt{}$) accordingly: PSMB Scheme: \square SBL-KHAS \square Non Contributor

Please register the following participa (To be completed in BLOCK LETTERS)	ant(s) for the above programme:		
1. Name	Designation	E-mail	
Nationality	IC/Passport No.		
2. Name	Designation	E-mail	
Nationality	IC/Passport No.		
3. Name	Designation	E-mail	
Nationality	IC/Passport No.		
(If space is insufficient, please attach a sep	parate list)		
Enclosed cheque/bank draft No	for RN		
being payment for	participant(s) made in favour of the "FMM Institute".		
Submitted by:			
Name:			
Designation:	E-mail:		
Company:		FMM Membership No.:	
Address:			
Tel No.:	Fax No.:	Date:	
My Corporate Identity No.:			