



# IEMTC

## IEM Training Centre Sdn Bhd

Company Registration No.127273-K

GST No: 001525395456

*(Wholly owned subsidiary of The Institution of Engineers, Malaysia)*

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## 2-Days Course on Effective Business English and Report Writing Skills

**Date: 23<sup>rd</sup> – 24<sup>th</sup> March 2021**

**Venue: Wisma IEM, Petaling Jaya, Selangor**

**Time: 9.00am – 5.00pm**

**BEM Approved CPD Hours = TBC**

**Ref. No: TBC**

### Fees

Grade	Rate
IEM Members	RM1,060.00
Non-IEM Member	RM1,590.00

**\*Rate inclusive SST 6% – Please register at our website, [www.iemtc.com](http://www.iemtc.com)**

### Terms & Conditions:

- **Closing date: One week before the event**
- Payment via CASH / CHEQUE / BANK-IN TRANSMISSION
- FULL PAYMENT must be settled before commencement of the course, otherwise participants will not be allowed to enter the hall. If a place is reserved and the intended participants fail to attend the course, the fee is to be settled in full.
- Fee paid is not refundable. Registration fee includes lecture notes, refreshment.
- **IEM Training Centre reserves the right to cancel, alter, or change the program due to unforeseen circumstances. Every effort will be made to inform the registered participants of any changes. In view of the limited places available, intending participants are advised to send their registrations as early as possible so as to avoid disappointment.**

### CANCELLATION POLICY

IEMTC reserves the right to postpone, reschedule, allocate or cancel the course. Full refund less is 30% if cancellation is received in writing more than 7 days before the start of the event. No cancellation will be accepted prior to the date of the event. However, replacement or substitute may be made at any time with prior notification and substitute will be charged according to membership status.

## **Overview**

The growing importance of the English Language in the business world is supported by research showing that three quarters of the world's business communication is in English. In addition, 80% of the amount of Internet web content is in the English language and that content relating to business written in the English language largely comprises this figure. Having a good grasp of business information, data, or terminologies in the English language is therefore very important for the purpose of communicating effectively in a very globally internet connected business community.

An important aspect of Business English is learning how to express yourself in a confident and professional manner. You may have to convey important information to groups of people, and so will need to know how to do so clearly, directly, precisely and concisely. Improving your English language skills can make a difference to your company's image, as well as your personal success and career growth.

This is 2-day course, filled with exercises and role-playing to introduce participants on the application of Effective Business English and report writing skills to enhance your communication effectiveness, confidence, credibility and image at the workplace.

## **Learning outcome**

- Improve Communication skills through better English and presentations
- Acquire effective techniques for communicating better through written and verbal reporting.
- Give better corporate image

## **Benefits**

- Being able to give a good and professional impression of themselves
- Be an effective communicator at the workplace
- Acquire effective techniques to express yourself in a clear manner
- Learning how to write up effective and readable reports.
- Using electronic media productively

## **Trainer Profile**

Wesley is a Mechanical Engineering (Hons) degree graduate from the University of Surrey (UK) in 1978. He started his career in 1979 at Singapore Airlines but soon after, he joined Hitachi Consumer Products (M) Sdn. Bhd. as a Production Engineer and served there for about 30 years. For all his immense contribution to his company, he was appointed to the position of Executive Director in 2001 and a member of its Associated Company's Group Board of Directors, a first for a Malaysian employee.

At Hitachi, he headed a Sales and Marketing team to successfully build up its electronic key component sales into a RM 400m /year business, exporting its products to more than 50 countries to become a top 5 supplier in the world.

Due to his senior position in the company, Wesley wears many hats, viewing issues from a widened company perspective, from Procurement to Sales, from Production to Financial systems, and particularly from an HR perspective where he played a leading role in Industrial Relations in a unionized environment. He has also deep experiences in the implementation of drastic management restructuring exercises. For this reason, from his early days in the company, he had already been operating from a top management platform. In the course of his duties, Wesley was very much engaged with influential business leaders from around the world, and this has given him a rare insight to the workings of the minds, mentality and approach to business of these multi-national leaders. Because of his keen observation, and sometimes humorous approach, he is able to effectively share his vast knowledge of human behavior and how people are motivated to perform better.

Wesley has already successfully conducted and facilitated training in more than 50 public, private and multi-national organisations in Malaysia, Brunei, Singapore and Thailand.

## **Target Group**

The training program is aimed at Project Leader/ Team Member/ Coordinator/ Administrator/ Supervisor/ Professional / Graduate Engineer; Architect / Quantity Surveyor/ Developer/ Contractor/ Consultant/ Government and Non-government officers; Anyone responsible for or involved in project.

## **Course Outline**

<b>Day 1 – 23<sup>rd</sup> March 2021 (Tuesday)</b>		<b>Day 2 – 24<sup>th</sup> March 2021 (Wednesday)</b>	
<b>Time</b>	<b>Program</b>	<b>Time</b>	<b>Program</b>
0830 - 0900	Registration	0830 - 0900	Registration
0900 - 1015	Introduction <ul style="list-style-type: none"> <li>• Self-Introduction</li> <li>• Ice breaking</li> <li>• Positive Communicating Attitudes</li> <li>• Making a good impression</li> </ul>	0900 - 1015	Module 4: Communications on the Job- Part 2 <ul style="list-style-type: none"> <li>• Office Memos</li> <li>• Email Etiquette</li> <li>• Writing tips</li> </ul>
1015 - 1030	Break	1015 - 1030	Break
1030 - 1300	Module 1: Overview of Business Communication <ul style="list-style-type: none"> <li>• English – Universal Business Language</li> <li>• Communications is more than just words</li> <li>• Confidence</li> <li>• Listening and Empathy</li> </ul>	1030 - 1300	Module 5: Communicating with Confidence <ul style="list-style-type: none"> <li>• Passive – Assertive – Aggressive</li> <li>• Speaking Confidently</li> <li>• Presenting Ideas</li> <li>• Effective Presentation skills</li> </ul>
1300 - 1400	Lunch	1300 - 1400	Lunch
1400 - 1530	Module 2: Written Communications Basics <ul style="list-style-type: none"> <li>• Why does it matter?</li> <li>• Focus on Audience</li> <li>• Key thoughts</li> <li>• Ingredients of a good written report</li> <li>• KISS</li> </ul>	1400 - 1530	Module 6: Creative Communications <ul style="list-style-type: none"> <li>• Asking Questions</li> <li>• Answering Questions</li> <li>• Giving Opinions</li> <li>• Sharing Ideas</li> </ul>
1530 - 1545	Break	1530 - 1545	Break
1545 - 1700	Module 3: Communications on the Job- Part 1 <ul style="list-style-type: none"> <li>• Workshop – Simulated Communications Exercises</li> <li>• Communicating with <ul style="list-style-type: none"> <li>○ Suppliers</li> <li>○ Customers</li> <li>○ Service providers</li> </ul> </li> </ul>	1545 - 1700	Module 7: Energising others <ul style="list-style-type: none"> <li>• A proper “Thank you”</li> <li>• Encouragement</li> <li>• Enthusiasm</li> <li>• Appreciation</li> <li>• Respect</li> </ul>
			<ul style="list-style-type: none"> <li>• Wrap up</li> <li>• Q &amp; A</li> </ul>
<b>End</b>			

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## REGISTRATION FORM

### Fees (Inclusive of 6% SST)

Grade	Rate
IEM Members	RM1,060.00
Non-IEM Member	RM1,590.00

No	Name(s)	M'ship No.	Grade	Fee (RM)*
<b>TOTAL PAYABLE</b>				

You may make payment via Telegraphic Bank Transfer (Please forward soft copy of payment advice):-

Account Name: **IEM TRAINING CENTRE SDN BHD**  
Account Number: 514169143176  
Bank Name: Malayan Banking Berhad  
Bank Address: Jalan Sultan, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia  
Swift Code: MBBEMYKL

**NB: Kindly take note that all telegraphic charges to be borne by the participants.**

Enclosed herewith a crossed cheque No: \_\_\_\_\_ for the sum of RM \_\_\_\_\_ issued in favour of "**IEM Training Centre Sdn Bhd**" and crossed 'A/C payee only'. I/We understand that the fee is not refundable if I/We withdraw after my/our application is accepted by the Organising Committee as stated in the **cancellation term**. If I/We fail to attend the seminar, the paid registration fee will not be refunded.

Contact Person: \_\_\_\_\_ Designation: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ (O) \_\_\_\_\_ (Fax)

\_\_\_\_\_ (H) \_\_\_\_\_ (HP)

Email: \_\_\_\_\_

\_\_\_\_\_  
Signature & Stamp

\_\_\_\_\_  
Date