



#Public Training/Workshop#

WRITING GOOD BUSINESS DOCUMENTS AND REPORTS

"The Art Of Adventure For Lifelong Learning"

DATE: 11 - 12 Jul 2017

VENUE: Vistana Hotel, KL

DURATION : 2 HARI (09:00am - 05:00pm)

TRAINER : Pn. Sabariah

MEDIUM : English Or Malaysia

INTRODUCTION

Every organization requires some form of documentation or reports. Writing good business documents and reports is a challenge to most office executives. Knowing the right skills in doing so helps him/her to get more work done efficiently and promptly. Unfortunately many office executives are held back in their work due to poor business writing. This workshop is specially designed to address these issues in your organization

METHODOLOGY

A blend of training techniques incorporating lectures, simulations, games, group dynamic sessions, role plays and workshops.

PROGRAM SCHEDULE :

Registration :	8.30am
Morning session :	9.00am - 10.30am
Morning Tea :	10.30am -10.45am
Lunch :	1.00pm - 2.00pm
Afternoon session :	2.00pm - 3.30pm
Afternoon Tea :	3.30pm - 3.45pm
End :	5.00pm

LEARNING OUTCOME

- To be able to write report professionally.
- To know the various types of reports.
- To know the components of a report.
- To be able to prepare other office documents.
- To know the various types of documents in an office.
- To learn to organize office better via proper document management.
- To know common problems in document management

WHO SHOULD ATTEND

Top, Middle and Lower level management who want to know the right skills in doing report writing that can help them to get more work done efficiently and promptly.



COURSE CONTENTS:

- **INTRODUCTION – WHAT IS BUSINESS WRITING?**
- **PURPOSE OF BUSINESS WRITING**
- **OBJECTIVE AND AUDIENCE**
- **EFFECTIVE BUSINESS WRITING**
- **TYPES OF DOCUMENTATIONS**
 - ⇒ Letters and E-mails
 - ⇒ Memos
 - ⇒ Reports
 - ⇒ Proposals
 - ⇒ Project Papers
- **LETTERS AND E-MAILS**
 - ⇒ Purpose
 - ⇒ Types
 - * Letter of request
 - * Letter of claim
 - * Positive letter
 - * Negative letter
 - ⇒ Format
- **MEMOS**
 - ⇒ Purpose
 - ⇒ Types
 - ⇒ Format
- **REPORTING**
 - ⇒ Types of Reports
 - ⇒ Parts of Reports
 - * Title Page
 - * Contents
 - * Synopsis
 - * Terms of Reference
 - * Procedure
 - * Detail Findings
 - * Conclusions
 - * Recommendations
 - * Appendices
 - * Bibliography
- **FORMAT OF REPORTS**
- **PROPOSALS**
 - ⇒ Types
 - ⇒ Parts of Proposals
 - * Introduction
 - * Background
 - * Main Body (Statement of Problem/Need, Proposed Solution)
 - * Closure
 - ⇒ Format
 - ⇒ Attachments
- **PROJECT PAPERS**
- **OTHER OFFICE DOCUMENTATIONS**
 - ⇒ Certificates
 - ⇒ Posters



COURSE LEADER

SABARIAH

Sabariah has over 20 years of experience in teaching, training, management, research and development in higher learning education. She holds a MSc in Information Processing from University of York, a BSc(Hons) in Applied Mathematics from Adelaide University and also the Post-Graduate Certificate in Education (PGCE) from the Malaysian Ministry of Education.

Sabariah has experiences in both the public and private educational institutions. She was a lecturer in Universiti Teknologi MARA, before joining PRIME College (now known as SEGI College) and later Universiti Industri Selangor (UNISEL). Her last post prior to joining PBT Consultants, was as the manager of the Open Source group in MIMOS Sdn Bhd. Her main tasks at MIMOS included overseeing the research and development activities related to open source software.

While she was in the educational institutions, Sabariah was responsible in the development and accreditation of various academic programmes in her faculty. These involved the staff training and research in related fields. Sabariah has vast experience in guiding and counseling students, especially those who are under her mentorship. She was voted "The Best Lecturer 2005" by the students of her faculty.

In 2004 she was awarded the CICC, Japan scholarship for a 7-week e-learning training in Tokyo. In 2005 she was awarded a scholarship by the Development Gateway Foundation-Korea Training Center, to attend an 11-day training in "The New IT Pioneer: Introducing New IT Technologies and Services" in Seoul, Korea. She is currently an external moderator for SEGI College.

One of Sabariah's many interests is e-learning. While in Universiti Industri Selangor, she was the Head of the Instructional Technology Unit, where she oversaw the utilization of e-learning via the open source learning management system called Moodle. She has written and presented at conferences several papers related to e-learning and Moodle.

Sabariah started her soft-skill training services in 2005. She believes that with proper training and guidance, everyone can achieve the optimum results in whatever pursuit she takes.

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Registration Form

WRITING GOOD BUSINESS DOCUMENT AND REPORTS

Date : 22-23 Mar, 16-17 May, 13-14 Dec 2017 | Venue: Vistana Hotel, KL

PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :

icare@asl-solutions.com ; shafi@asl-solutions.com

FAX : +603-5545 1798 ; TEL : +603-5542 0023 (Hunting Line)

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

RM 1380 Per Pax (Normal Price)

GROUP REG: RM 1,104 PER PAX!!

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Position: _____ Dept: _____

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Address _____

City: _____ Postcode: _____

Tel : _____ Fax: _____

(Authorization (Signatory must be authorized on behalf of the company)

Person In Charge:

Name: _____

Position: _____ Department : _____

DL: _____ Email : _____

Signature: _____ Date: _____

This booking is **invalid** without a signature & company stamp.

TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

5. If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

6. Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

8. All Payment should Be Made to :

ASL Training & Consultancy Sdn. Bhd.

COMPANY STAMP



PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2												
Writing Good Business Documents & Reports	2	11 - 12.											
Professional Grooming	2		22 - 23										
Microsoft Excel Training (Intermediate)	2				11 - 12.								
Microsoft Excel Training (Advance)	2				11 - 12.								
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							
Awareness On Rigging & Slings Training	2			8 - 9.									
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									
Poka Yoke - Achieving Zero Defects in Production Operation	2										10 - 11.		
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				26 - 27		1 - 2.	
										12 - 13.			

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