

Public Training/Workshop#

WRITING GOOD BUSINESS DOCUMENTS AND REPORTS.

"We Make Learning More Adventure"

DATE:

Please Refer To Web

DURATION :

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

MEDIUM : English Or Malaysia

VENUE:

TRAINER : Pn. Sabariah

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.



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



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

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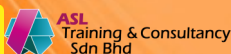
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Registration Form

WRITING GOOD BUSINESS DOCUMENTS AND REPORTS.

Date: Refer to WEBSITE | Venue:

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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.

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