

EFFECTIVE TECHNICAL REPORT WRITING FOR ENGINEERS AND TECHNICAL PERSONNEL

100% HRDF CLAIMABLE

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INTRODUCTION

Reports are your company's main tool to enable and support critical decision-making. If you are proposing a course of action – either within your company or to a client – the report or proposal you write will be its best advocate.

It takes a lot of skill to communicate technical or commercial information efficiently and accurately. This course has been designed specifically for people who are required to write business reports. It concentrates exclusively on the skills you need to make the writing process easier and the resulting document more effective.

WHAT YOU WILL LEARN IN THIS COURSE

By the end of the course, you will know how to:

- Analyse your audience and tailor the content to their specific needs
- Gather data efficiently and select the relevant information for your readers
- Use best practice in structuring your document
- Choose words that support your message and don't distract your reader
- Assess the best places to use graphics, and choose the right image to support your content
- Edit your draft for maximum impact

COURSE DURATION

Over the two-day workshop, delegates practise report writing skills, learning the techniques through group discussion, exercises and working on real examples of reports you bring to the workshop.

Drills & Hands-Practices:

- Identifying your readers and their priorities
- Choosing clear, simple words
- Cutting out the waffle
- Writing direct, active sentences
- Recognising jargon and management-speak
- Mind-mapping a report
- Drafting an executive summary

OBJECTIVES

By the end of the course, participants will learn to;

- Produce a documentation plan, including estimates and schedules
- Design and structure a document by analyzing the readership and selecting the right information
- Write clearly and in the correct style for your readers
- Use correct language and grammar
- Use layout, typography and illustrations to help get your message across
- Check & edit your own drafts

WHO SHOULD ATTEND

Technical personnel, executives and engineers.

COURSE OUTLINE

Day One

Module 1: Defining the Features of Technical Writing

- Principles and Strategies of Technical Report
- Knowing Your Audience, Purpose and Length of Report

Module 2: Formatting Technical Reports

- Headings, Chapters and sections
- Running headers and footers

Although a large amount of writing in technical, scientific, and medical fields is formulaic, there are times when writers must choose how best to present their ideas. In this segment, participants will see the connection between function and form.

Module 3: Get to the Point: Discovering the Main Idea & Arranging Details in Logical Sequence

- Writing styles & techniques
- The 12 golden rules of Writing
- How to Start Editing

Module 4: It Takes Two: The Importance of Audience Awareness

This component focuses on the vital role audience awareness plays in the choices writers make, especially in terms of word choice, tone, and amount of detail they need to include.

Module 5: Style of Writing

- Writing Clear Sentences
- Remove Jargon, Redundancy & Wordiness

Although by its very nature technical writing includes sophisticated and sometimes obscure language, this fact alone should not prevent technical writing from being clear, to the point, and understandable to even lay readers. This section helps you use the right style, measure and shorten the length of words, sentences, and paragraphs for the purpose of clarity.

Module 6: Graphic Details: Punching Up the Presentation

This will include information on how participants might use graphics to illustrate and enhance their documents. Used not only for clarification of complex information, graphics can also save time, space, and money. Participants will learn how to assess material to determine its suitability for placement in a graphic representation.

Module 7: Group Practice & Interactive Session

- Common Errors
- Guided writing practice with examples
- Editing Process
- Checklist for Effective Technical Writing

Participants are to bring along their reports for group learning, editing and discussion.

Module 8. Putting it all together

- Drafting – the mindset to avoid writer's block
- Checking your own work
- Giving and receiving constructive feedback - what makes a review effective?
- Preparing the 'master' – a checklist for peace of mind.

Module 9. Editing Process

- Getting the most out of spelling and grammar checkers
- Style guides and other sources of information to save you re-inventing the wheel
- Common Errors of reports

What Past Participants say...

“Good training, interactive course and knowledgeable instructor” CTRM Aero Composite, Noraskihin, Engineer

“I feel more confident after the course”, Abu Sabri, Material Engineer, Melaka.

“Sue is very experience and I love the way she trains—systematic, interesting and effective”, Shahrom, Technical Supervisor, Petronas.

“A must for all technical personnel. Very useful and helped me a lot in making effective reports!” Astro Broadcast Corporation.

“Fantastic course, well supported by in class exercises. Well worth attending!” Anita, Human Resources Director, DHL Asia Pacific Information Service, Cyberjaya

“Very useful course – hopefully it will teach me not to be so wordy. Course very well given considering the fairly dry subject.” Fadzil Osman, Petronas.

“I was very impressed with the overall session. I have learnt new skills and I am confident what I have learnt today can be transferred into good report writing.” Mahavedran, Senior Engineer, ASTRO

METHODOLOGY

- All the courses will follow the following methodology.
- A combination of Accelerated Learning techniques, hands-on activities, exercises, group discussion & presentation, evaluation tests, class lectures, case studies or examples. The course will be intensive but practical and highly interactive. Participants will participate actively & to ask questions especially pertaining to specific problems.

COURSE LEADER



Ms Sue Michelle Boey is a professional trainer who trains a wide range communication programs due to her wide exposure to various industries. She holds a M.A. Linguistics & a B. Ed (Hons) English Language Teaching (UK). She is also a certified Master Class Trainer and certified practitioner of Neuro-Linguistics Programming (NLP-US). Sue was formerly a Head teacher, lecturer and Program Director in both government and private institutions. Later, she joined the corporate world and gained experience in managing and training in industries such as Heavy Equipment, Property Development, Hospitality and Multi-Level Marketing companies.

Sue is passionate about inspiring lives and transforming people. Because of the dedication, she is well-known for her highly-charged, energetic and power-packed training sessions. Among her most popular courses are in the areas of English for Work, Business Communication & Writing, Supervisory Development Programs, Technical Report Writing for IT Professionals & Oil & Gas Industry, Leadership Development Programs, Peak Performance for Leaders, Staging Power Packed Presentation, Superior Customer Service, Train-the-trainer, Business Communication, WarGame Team Building, Telephone Skills, Unleashing the Leadership Within & Life Directions.

Sue has trained 20,000 people from more than 50 multi-national companies both locally and in the Asia Pacific region. Her quest for continuous Human & Talent Development promises highly energizing and power-packed training style.

She helps clients transferring knowledge into ready-to-use skills. Her famous quote: "My sessions are very practical. *Give me the day and I will transfer all that knowledge for the day right into your skin. So by the end of your training with me, you walk away having the skills 'installed' into your system!*" Sue has various courses specially designed in English, Bahasa Malaysia & Mandarin to meet industrial goals.

Participants who have benefitted from Sue's training are from:



Some Training Snap Shots

Source: <http://www.itrainingexpert.com/Photo-Gallery/>



Video Testimonies (Visit: <http://www.itrainingexpert.com/Home/>)

INVESTMENT

Individual: RM 1299.00 per pax

Group discount: RM 1099.00 per participant for a minimum of 3 participants register together.

REGISTRATION

PROGRAMS ARE CLAIMABLE UNDER SBL SCHEME

Download Registration from [www.iTrainingExpert.com / Registration](http://www.iTrainingExpert.com/Registration)

Registration Online: [www.iTrainingExpert.com / Registration](http://www.iTrainingExpert.com/Registration)

Call to Register: +603 8075 9056

PAYMENT ARRANGEMENT

- All registrations MUST be accompanied with PAYMENT 14 days after the issuance of invoice to the event.
- Completed registration form with CHEQUES should be made in favor of "THE ENGLISH EXPERT PUBLISHING AND TRAINING" and bank in to Maybank Account No: 5128 5700 6541. Email or fax the pay-in slip to us at info@itrainingexpert.com or fax: +603- 8070 4164. (*iTrainingExpert.com's*

management reserves the right to cancel or reschedule the above course and shall inform participants of the changes)

REGISTRATION FORM

TRAINING REGISTRATION FORM (PUBLIC PROGRAM)																													
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1. <i>Quotation and Invoice will be issued for your payment. Please make cheque payable to: THE ENGLISH EXPERT PUBLISHING AND TRAINING. Bank into Maybank Account 5128 5700 6541. Email or fax the payment slip back to us for confirmation.</i>																													
2. <i>We reserve the right to change the date or venue, and to cancel the training program should circumstances beyond our control arise. We shall inform participants of the changes.</i>																													
3. <i>The course offered is SBL claimable under HRDF.</i>																													
4. <i>By submitting the registration form, you have fully read and understand the policy stated.</i>																													
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For enquiry, please contact us at +603 8075 9056																													

CANCELLATION OF REGISTRATION POLICY

Should you wish to cancel your registration, a request should be sent to info@itrainingexpert.com stating your name, organization, contact details (postal and email address, telephone and fax numbers), and your registration reference number.

- All cancellations will incur a 10 per cent administration fee
- Cancellations made less than seven working days before the training event will not be eligible for a refund.
- For cancellation in writing (letter/email) in more than 14 days prior to the training we will prepare a full refund.
- If you cannot attend an event, you can nominate a substitute at any time without payment of an administration fee.

PROGRAM POLICY

Please note that consultant and topics are confirmed at the time of publishing. However, should circumstances beyond the control of the organizer may occur, we reserve the right to alter or modify the advertised speakers/ topics/ dates if necessary.

PAYMENT DETAILS

Payment is required within 14 days upon receipt of the invoice. All payment must be received not less than 14 working days prior to the training date. Confirmation letter will be issued to participants once payments have been received. All payments must be banked into the organiser's bank account and email or fax payment slip as proof of payment.

For late payment, we will start charging a 10% interest for payment not received 7 days after the completion of the program.

ORGANIZER'S RIGHT TO CANCEL OR RESCHEDULE

We reserve the right to cancel or reschedule any program or course. In the event that, the organizer cancels a program or course, a full refund of the amount paid for the program or course will be issued or applied as a credit toward a rescheduled program or course.

We cannot and do not assume responsibility for any other costs (i.e. non-refundable airline tickets or hotel reservations) or damages (including consequential, exemplary, incidental, or tort damages) or for any lost profits resulting from the rescheduling or cancelling a program or course.

Email to info@itrainingexpert.com with any questions or concerns.