

# TECHNICAL REPORT WRITING AND PRESENTATION SKILLS

For Oil & Gas Engineers and Technical Professionals

28th – 30th September 2015 | Kuala Lumpur, Malaysia



## Petrosync Lecturer

**Les Wiggill H.Dip.Ed, B.Ed. (Hons)**  
SETA/SAQA Accredited Facilitator

**Les Wiggill** is a South African Qualifications Authority (SAQA)/ Sector Education and Training Authority (SETA) Accredited Facilitator and a Registered Assessor with Manufacturing, Engineering and Related Services (MERSETA), and does RPL Assessments for the Motor Industry. He has also written training materials for numerous industries and has an excellent understanding of the challenges facing Businesses in today's tough economic environment.

## Masterclass Overview

This Technical Report Writing & Presentation Skills three-day course will teach Oil and Gas professionals how to write professional technical reports in a way that will be clearly understood by technical and non-technical readers alike, to ensure the maximum impact for them and their businesses. The course starts off by building up from the 'foundations' of language, in terms of how to improve 'readability' and understanding by the readers for the best results. It teaches how to write good sentences and paragraphs.

- ▶ The course is very interactive, giving participants plenty of opportunity to ask questions and to practice through all the individual and group activities and exercises
- ▶ It takes technical professionals from where they are (often at different levels) to the professional level they need to be at, to get the best possible results
- ▶ There is a logical, structured approach to get participants from where they are to where they need to be, and they can assess their progress through the assessment exercises
- ▶ This course is designed to equip and empower technical professionals in their careers
- ▶ The course is very interactive, giving participants plenty of opportunity to ask questions and to practice through all the individual and group activities and exercises
- ▶ Course group size is limited to allow for personal interaction with participants

## Supported by



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## Masterclass Objectives

In all technical and engineering-related fields, there is a very real need for people to write reports that can be clearly understood by all the role-players, in order for the people and organizations concerned (including company employees, clients and anyone else who may be involved in the project or transaction), to make the best possible decisions. This is equally true for technical professionals and for non-technical professionals working in technical environment, where it is often a challenge for people to transfer their assessments and findings to paper, and a challenge to present the report fluently and effectively. This is the prime objective of this course.

## Specially Designed for

This course is very relevant for engineers who handle and are responsible for their organization in supporting their daily operation especially in writing reports, memos, and proposals. These include, but not limiting to:

- ▶ Chief Engineers, Senior Engineers, New Engineers
- ▶ Plant Managers
- ▶ Project Managers
- ▶ Quality Managers
- ▶ Technical Managers
- ▶ Technical Supervisors
- ▶ Technical Operational Staff

## PROGRAM SCHEDULE

08:00 – 09:00	Registration (Day 1)
09:00 – 11:00	Session I
11:00 – 11:15	Refreshment & Networking Session I
11:15 – 13:00	Session II
13:00 – 14:00	Lunch
14:00 – 15:30	Session III
15:30 – 15:45	Refreshment & Networking Session II
15:45 – 17:00	Session IV
17:00	End of Day

### PetroSync Quality

#### Limited Attendees

The course has limited seats to ensure maximum learning and experience for all delegates.

#### Certificate of Attendance

You will receive a Certificate of Attendance bearing the signatures of the Trainer upon successful completion of the course. This certificate is proof of your continuing professional development.

#### Interactive Training

You will be attending training designed to share both the latest knowledge and practical experience through interactive sessions. This will provide you with a deeper and more long-term understanding of your current issues.

#### High Quality Course Materials

Printed course manual will provide you with working materials throughout the course and will be an invaluable source of reference for you and your colleagues afterward. You can follow course progress on your laptop with soft copies provided.

## Course Agenda

### Day 1

#### Introduction

- Outcomes
- The Purpose of Technical Reports
- Reasons for improving your technical report writing skills

#### The Importance of Readability

- **Individual activity:** Pre-assessment exercise
- The Fog Index
- Readability exercises
- Flesch-Kincaid Grade Level
- Examples of different 'Levels of Readability'
- **Individual activity:** Self-evaluation of Readability Grade Level

#### The value of good Report Writing

- The Seven C's of great Report Writing
- Construction of good Sentences
- **Group activity:** Constructing good Sentences
- Construction of good Paragraphs
- **Individual activity:** Constructing good Paragraphs by sequencing of Sentences
- **Individual activity:** Break this passage up into Paragraphs

#### The Technical Communication Style

- Overview of the Technical Communication Process
- Different phases of the Report-writing process
- The Structure of the Technical Report
- The importance of putting forward a 'Hypothesis' or 'Argument'
- 'Brainstorming' and 'Mind mapping' Techniques
- **Group activity:** Using the 'Brainstorming' Technique
- **Group activity:** Categorization
- **Individual activity:** Applying the 'Mind Mapping' Technique from the brainstorming activity
- **Individual activity:** Complete the Mid-assessment exercise – from the mind-mapping exercise, write the body of the report for the chosen

### Day 2

#### Determining the Reader Profile

- Understanding the different Personality/Character Temperaments
- **Individual activity:** Understanding your own Personality Type
- How this applies to understanding your audience profile and when/how to use it to best effect

#### The 'Purpose Statement' for the Report

- **Group activity:** Discuss the Project Topic
- Criteria for an effective 'Purpose Statement'
- The relationship between the Report 'Title' and the 'Purpose Statement'
- Examples of good and bad 'Purpose Statements' and/or 'Titles'
- How to use Bloom's Taxonomy in developing effective 'Purpose Statements'
- **Individual & Group activity:** Develop an effective 'Purpose Statement' for your group's report

#### Developing the Report 'Introduction'

- What should be included in the Report 'Introduction'
- **Group activity:** Create the 'Introduction' for your group's report

#### Different Models of Report Design

- Different Models of Report Design and ways to organise the Premises
- Choosing the right Report Design to best suit your 'thesis' or 'premises'
- **Group activity:** Develop the 'Main Body' of the Report
- Justification – supporting your 'premises' and using Statistical Data
- Statistical Data – what goes into the 'Main Body' and what goes into the Appendix/Annexure
- **Group activity:** Develop the premises and arguments to support the content of the body of your group's report, and justify your findings using statistical data.

#### Conclusions and Recommendations

- Different ways of presenting conclusions and recommendations
- Being clear on the requirements and avoiding subjectivity

#### Overview of:

- Report Covers
- Referencing Techniques
- Bibliographies - a list of Sources

## Day 3

### The 'Executive Summary'

- The 'Executive Summary' or 'Abstract'
- The importance of the 'Executive Summary'
- Descriptive vs. Informational 'Executive Summaries'
- Tips on writing really effective 'Executive Summaries'
- **Individual activity:** Post-assessment – write the Executive Summary for your group's report

### Presentation Skills:

- Introduction
- The main differences between Reports and Presentations
- Preparing for delivery of the report
- Personal preparation
- Preparing your report presentation
- **Individual activity:** Design an outline for the Report presentation
- **Individual activity:** Using the outline above, create a script to present Technical Reports the Report, applying the KISS Principle – short paragraphs work best where you can't use bullets.
- Designing the slide presentation for your Report presentation
- **Group activity** – identify the benefits of using a slide presentation to present your Report
- Dos and Don'ts for preparing great slides for your Report presentation – what to include and what to exclude
- Important tips on the use of graphics, fonts etc. for your slide presentation, in order to create maximum impact
- **Individual activity:** Using the word script that you completed earlier, design the first ten slides for presenting this report
- Important strategies for improving your actual physical presentation
- Concluding the Session and **individual activity:** List all aspects and areas that you need to work on to improve your report writing and presentations skills.

### Language Life-Savers

To be used throughout the course and after the course, a fantastic language help guide:

- Abbreviations
- Understanding grammar
- Tenses
- Punctuation
- Common language errors
- English usage in the UK and USA
- Word choice
- Homonyms
- Pronunciation
- Capitalization
- Persuasive writing
- Listing techniques and bullets
- Referencing techniques

## HYBRID TRAINING SOLUTIONS

FOCUS TRAINING • REDUCE COST • ENHANCED RESULTS

Over the years, there has been a growing demand for hybrid training programs. It is an excellent option to maximize your training dollar for your specific training needs. We make it possible to run a training program that is customized totally to your training needs at a fraction of an in-house budget!

If you like to know more about this excellent program, please contact us on +65 6415 4500 or email [general@petrosync.com](mailto:general@petrosync.com)

## IN-HOUSE SOLUTIONS

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PetroSync understands that in current economic climate, getting an excellent return on your training investment is critical for all our clients. This excellent training can be conducted exclusively for your organization. The training can be tailored to meet your specific needs at your preferred location and time. We will meet you anywhere around the globe. If you like to know more about this excellent program, please contact on +65 6415 4500 or email [general@petrosync.com](mailto:general@petrosync.com)



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For the past 19 years, he has been involved in a comprehensive range of Soft Skills Training for Multi-nationals and Large Corporations, including; Technical Report Writing, Business Report Writing, Basic Project Management, Leadership, Management, Conflict Handling & Negotiation Skills, Train the Trainer, Effective Sales training, Customer Service, Customer Relationship Management & Key Accounts Management, Coaching & Mentoring, Communication skills, Budgets & Finance for PA's & Secretaries, Time & Stress Management, Telephone Skills and NCA Training.

He presented the courses mostly through various clients in different sectors throughout the world in various sectors; including Petroleum industry, Professional Engineering Bodies, Motor industry (both Premium and Volume brands), Business Corporations and Financial Institutions, Banks, Government and Quasi-Government Organisations, Scientific Research Organisations, The National Broadcaster, IT Companies and Cellular Communications Companies.

He has written copious manuals and workbooks for major international automotive companies as well as done regular editing of training manuals for numerous training companies within various different sectors of the economy. He also performed RPL (Recognition of Prior Learning) Assessments and also written training materials for clients in the Many Industries.

In 2014, Les successfully completed the Prince2 Foundation in Project Management course and the Prince2 Practitioner certificate in Project Management.

Mr. Wiggill has a passion for empowering people, enabling them to achieve and maximise their full potential. He is an excellent communicator and as such, is able to establish 'buy-in' when interacting with the training delegates.



### WHY YOU SHOULD ATTEND PETROSYNC'S EVENTS

- To ensure that all objectives of the course matches yours, all PetroSync programs are developed after intensive and extensive research within the industry
- PetroSync programs focus on your immediate working issues to ensure that you are able to apply and deliver immediate results in real work situations
- Application and implementation of industry knowledge and experience are the drivers for our course design, not theoretical academic lectures
- PetroSync training focuses on practical interactive learning tools and techniques including case studies, group discussions, scenarios, simulations, practical exercises and knowledge assessments during the course. Invest a small amount of your time to prepare before attending the course to ensure maximum learning
- PetroSync follows a rigorous selection process to ensure that all expert trainers have first-hand, up-to-date and practical knowledge and are leaders of their respective industrial discipline

## COURSE DETAILS

Title : Technical Report Writing  
Date : 28th – 30th September 2015  
Location : Kuala Lumpur, Malaysia

## INVESTMENT PACKAGES

Please checklist the package that you are attending!

Investment Package	Standard Price <input type="checkbox"/>	Early Bird Offer <input type="checkbox"/>	Group Discount (3 or more Delegates) <input type="checkbox"/>
28th – 30th September 2015	SGD \$ 2,250	SGD \$ 2,150	10% discount for groups of 3 registering from the same organization at the same time

Group discount is based on standard price

Early Bird Offer is one month before the event schedule

\* To enjoy the offer, full payment must be made before the deadline.

\* For 5 or more delegates, please inquire for more attractive package.

\* Prices include lunches, refreshments and training materials. Discounts cannot be combined with other promotional offers.

\* Important: Please note that registration without payment will incur a SGD 200 administration fee.

## DELEGATE DETAILS

1st Delegate Name \_\_\_\_\_ Mr  Mrs  Ms  Dr  Others

Direct Line Number: \_\_\_\_\_ Email: \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Head of Department: \_\_\_\_\_

2nd Delegate Name \_\_\_\_\_ Mr  Mrs  Ms  Dr  Others

Direct Line Number: \_\_\_\_\_ Email: \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Head of Department: \_\_\_\_\_

3rd Delegate Name \_\_\_\_\_ Mr  Mrs  Ms  Dr  Others

Direct Line Number: \_\_\_\_\_ Email: \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Head of Department: \_\_\_\_\_

## INVOICE DETAILS

Attention Invoice to: \_\_\_\_\_

Direct Line Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Company: \_\_\_\_\_ Industry: \_\_\_\_\_

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

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

Please note:

- Indicate if you have already registered by Phone  Fax  Email  Web

- If you have not received an acknowledgement before the training, please call us to confirm your booking.

## PAYMENT METHODS

By Credit Card :

Please debit my credit card:  Visa  MasterCard  AMEX Security Code:

Card Number:    -    -    -    Expiry Date:

Name printed on card: \_\_\_\_\_

By Direct Transfer : Please quote invoice number(s) on remittance advice

PetroSync Global Pte Ltd Bank details:

Account Name: PetroSync Global Pte Ltd

Bank Name : DBS Bank Ltd

Bank Code : 7171 • Bank Swift Code : DBSSSGSGXXX • Branch code : 288

Account No : • SGD : 288-901898-0 • USD : 0288-002682-01-6

Bank Address : 12 Marina Boulevard, Level 3. Marina Bay Financial Centre Tower 3. Singapore 018982

All bank charges to be borne by payer. Please ensure that PetroSync Global Pte Ltd receives the full invoiced amount.

## COURSE CONFIRMATION

I agree to PetroSync's terms & conditions, payment terms and cancellation policy.

Authorized Signature : \_\_\_\_\_  
PAYMENT TERMS : Payment is due in full at the time of registration. Full payment is mandatory for event attendance

## PROGRAMME CONSULTANT

Contact : Cay Aagen  
Email : registration@petrosync.com  
Phone : +65 6415 4500  
Fax : +65 6826 4322

## TERMS AND CONDITIONS

### DISCLAIMER

Please note that trainers and topics were confirmed at the time of publishing; however, PetroSync may necessitate substitutions, alterations or cancellations of the trainers or topics. As such, PetroSync reserves the right to change or cancel any part of its published programme due to unforeseen circumstances. Any substitutions or alterations will be updated on our web page as soon as possible.

### DATA PROTECTION

The information you provide will be safeguarded by PetroSync that may be used to keep you informed of relevant products and services. As an international group we may transfer your data on a global basis for the purpose indicated above. If you do not want us to share your information with other reputable companies, please tick this box

### CANCELLATION POLICY

You may substitute delegates at any time as long as reasonable advance notice is given to PetroSync. For any cancellation received in writing not less than fourteen (14) working days prior to the training course, you will receive a credit voucher worth total transaction with less a SGD 200 administration fee and any related bank or credit card charges.

Delegates who cancel less than fourteen (14) working days of the training course, or who do not attend the course, are liable to pay the full course fee and no refunds will be granted.

In the event that PetroSync cancels or postpones an event for any reason and that the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit voucher for 100% of the contract fee paid. You may use this credit voucher for another PetroSync to be mutually agreed with PetroSync, which must occur within a year from the date of postponement.

PetroSync is not responsible for any loss or damage as a result of the cancellation policy. PetroSync will assume no liability whatsoever in the event this event is cancelled, rescheduled or postponed due to any Act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, industrial action, or any other reason beyond management control.

### CERTIFICATE OF ATTENDANCE

70% attendance is required for PetroSync's Certificate of Attendance.

## DETAILS

Please accept our apologies for mail or email that is incorrectly addressed.

Please email us at registration@petrosync.com and inform us of any incorrect details. We will amend them accordingly.

## CHARGES & FEE(S)

- For Payment by Direct Telegraphic Transfer, client has to bear both local and oversea bank charges.

- For credit card payment, there is additional 4% credit card processing fee.