



By :

Ir. Danaraj Chandrasegaran

**ONE-DAY
“EFFECTIVE EMAIL WRITING”
COURSE**

BEM Approved CPD Hour : 8

Reference No. : TBA

DATE / TIME :

**14 MAY 2018
9.00 am – 5.00 pm**

VENUE :

**HILTON PETALING JAYA
No. 2, Jalan Barat
Petaling Jaya, Selangor DE**

Registration Fees

Normal	RM 850
ANSARA / MOGEC Members	RM 800



HRDF - SBL CLAIMABLE

Training Summary



**PROGRAMME
SYNOPSIS**

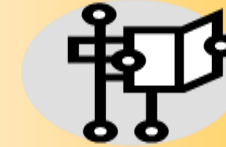
Email is a problem that is hiding in plain sight – one which few people will tackle. We all use email every day. Yet, too often, email fails to be the effective communication tool it deserves to be. Simple mistakes are often a large part of the problem. Emails are more likely than other kinds of work to be littered with spelling and grammar errors.

More fundamentally, poor structure can result in overlong emails that fail to get their key message across. And poorly worded emails can lead to disputes between colleagues or with clients, causing disrupted workflows and needless stress.

But it doesn't have to be this way. Used correctly, email gets ideas across quickly and with a minimum of effort. Rather than a barrier to action, it can be the opposite: an invaluable tool for making sure that everything your team need to happen, happens. That's why we've developed this course. It's specifically designed to help your team claw back the time lost to poorly written emails. The end result is clear, professional emails, that let your team hit 'send' with confidence.

This one-day course is designed to help you develop skills that will enable you to produce clear and effective email documents. We will focus on the basic principles of good writing and on types of documents common in technical fields and organizations. Participants learn the protocol for email writing. Subjects include punctuation, grammar and "SCRAP" techniques. Participants also may choose to bring a sample of their writing/ presentation/ commonly faced issues in the work place for one-on-one feedback.

Training Summary



**LEARNING
OUTCOMES**

At the end of the course participants will:

- Acquire better core writing fundamentals
- Use plain language to keep messages accessible
- Learn how to send impactful messages and catch your readers' attention
- Learn strategies to help elicit better responses to your emails.



Trainer Profile



Ir. Danaraj Chandrasegaran PEng MIEM CEng MIMechE has over 15 years' experience in plant system design, engineering management, installation and commissioning. His experience includes assignments as project engineer, mechanical equipment specialist, lead engineer for major EPC contractors, as well as experience in construction, module design, commissioning and startup of plants. The types of plants include power generation,

wastewater treatment facilities, offshore processing and production and mining. Specific equipment experience includes gas turbines, diesel engines, conveyor, plant utilities, chemical injection, cooling towers, boilers etc. He has worked on notable large scale projects worldwide such as Koniambo Nickel, Shell Malikai TLP, CIQ Complex JB and Barzan Offshore Project. He has also published in international journals and conferences in the past sharing his knowledge and experiences. Ir. Chandrasegaran graduated from University Teknologi Malaysia in 2001 with Bachelor of Mechanical Engineering (Hons). Subsequently, pursued his Master Degree in University of Malaya. He is also a Chartered Engineer of Engineering Council UK and Corporate Member of Institution of Mechanical Engineers (UK)

Schedule

TENTATIVE PROGRAMME	
Time	Details
8.45 a.m. – 9.30 a.m.	Registration
9.30 a.m. – 11.00 a.m.	- Why good email pays off? - Planning email and documents
11.00 a.m. – 11.15 a.m.	Mid-morning break
11.15 a.m. – 1.00 p.m.	- SCRAP Technique - Review 1
1.00 p.m. – 2.00 p.m.	Lunch Break
2.00 p.m. – 3.00 p.m.	- Improving Readability - Review 2
3.00 p.m. – 3.15 p.m.	Afternoon coffee break
3.15 p.m. – 4.30 p.m.	- On Your Job
4.30 p.m. – 5.00 p.m.	Summary and feedback
5.00 p.m.	Session end

REGISTRATION FORM

Tel : 603-80624671 Fax : 603-21611489

Email : training@igl.com.my

Website: <http://www.igl.com.my>

Name of Organisation:

Address:

Email:

Phone number :

Tel (Office) :

Tel (Fax) :

Contact Person :

Designation :

ANSARA / MOGEC Member:

YES / NO

NAME	Reg. Fee (RM)
TOTAL PAYABLE	

Enclosed herewith a crossed cheque No. for the sum of RM issued in favour of "IGL Services Sdn Bhd (Maybank/562777220149) and crossed 'A/C payee only'. I/We understand that the fee is not refundable if I/we withdraw after my/our application is/are accepted by the Organizing Committee but substitution of participant will be allowed. If I/we fail to attend the workshop, I/we will still pay the registration fee in full.

(See next page : Terms & Conditions)



Terms & Conditions

- 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.
- The Organizing Committee 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.

IGL SERVICES SDN BHD

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