



By :  
**Ir. Danaraj Chandrasegaran**  
 &  
**Ratnavathy Ragnathan**

**“BUSINESS”  
 COURSE**  
 BEM Approved CPD Hour : 8  
 Reference No. : TBA

DATE / TIME :

**18th-19th August 2021**  
**8.300 am – 5.30 pm**

VENUE :

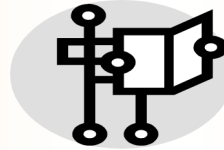
**TBA**

Registration Fees	
Normal	RM 1700
ANSARA / MOGEC Members	RM 1500



**HRDF - SBL CLAIMABLE**

## Training Summary



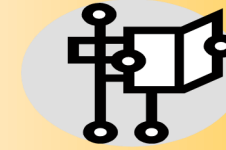
### PROGRAMME SYNOPSIS

According to a recent Job Outlook survey, if employers could change one thing about their employees, they'd make them better communicators. If you want to stand out, you need to show that you are one of the strong communicators on your team. You need to know how to craft clear, strategic communications and render complex ideas into plain language. Good communication helps management solve problems and make better decisions by keeping people well informed.

This two day course is designed to help you develop skills that will enhance your delivery and reaching out to your audience effectively. Participants will be engaged in a full array of hands on class experience to improve writing skills, social interaction skills, visual aid preparation etc. Participants also may choose to bring a sample of their writing/ presentation/ commonly faced issues in the work place for one-on-one feedback.

As a great deal of class time will be spent in a variety of interactive formats, active participation is essential.

## 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.

## Schedule

TENTATIVE PROGRAMME		
TIME/DAY	Day 1	Day 2
08:30 – 09:00	<b>Registration</b>	<b>Registration</b>
09:00 – 09:30	Ice breaking	Developing busi-
09:30 – 10:30	Business communication essentials	Work group 3
10:30– 10:45	<b>Tea Break</b>	<b>Tea Break</b>
10:45– 11:30	Business communication essentials cont'd	Group communication, teamwork and leadership
11:30 – 13:00	Work group 1	Work group 4
13:00– 14:15	<b>Lunch</b>	<b>Lunch</b>
14:15– 15:45	Business writing essentials	Workgroup 5
15:45– 16:00	<b>Tea Break</b>	<b>Tea Break</b>
16:00– 16:45	Workgroup 2	Q&A/ Feedback/

## 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)



**Ratnavathy Ragunathan** graduated with B. Sc. (Computer Sc.) from University Putra Malaysia in 2002 and subsequently obtained M. Ed. (TESL), University of Malaya in 2012. She worked for both the industry and academia focusing on English Language teaching for adults and professionals. Her specialties are on Business English and Communication Skills; also a Cambridge ESOL Certified

Speaking Examiner. She has developed curriculums, written articles and presented papers on English Teaching with a global outlook.

### 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)
<b>TOTAL PAYABLE</b>	

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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12 Jalan Yap Kwan Seng  
50450 Kuala Lumpur