



EFFECTIVE REPORT WRITING SKILLS : JUST LIKE THAT

....Objectives....

Upon completion of the course, participants should be able to:

- Increase confidence in planning, structuring and writing ability
- Clearly define the objectives of the report
- Develop a systematic and structured approach to content, layout and presentation
- Develop a writing style which is interesting, informative and comprehensible

....Trainer....

Mr Raj Kumar holds an honours degree in Bachelor of Arts in English Language Studies from University Kebangsaan Malaysia, a Special Teaching Diploma (TESL) from Maktab Perguruan Kinta, Perak and a Teaching Certificate from Maktab Perguruan Kuantan, Pahang. His career began from the ground roots of primary education to secondary education.

Mr Raj Kumar who has more than 24 years of experience in training and education, served with Selangor Education Department after obtaining his Degree. In Selangor, he gained to be a trainer for the Train the Trainers program which was a programmed to polish the English proficiency of Science and Mathematics teachers. He has also conducted a program to infuse basic English to Police Officers in one of the districts in Selangor. In addition, he has also conducted English Language courses for adults with ELS, Ipoh. Presently, he is an educator at a premier secondary school in Ipoh.

....Course Contents....

CHARTING OF THE REPORT

1. What every report should contain
 - ⇒ general format
 - ⇒ structure/layout
 - ⇒ visual aids
2. Types of Report
 - ⇒ incident
 - ⇒ periodic
 - ⇒ investigation
 - ⇒ progress
3. Style and mechanics of Business Report Writing
 - ⇒ Improve Readability
 - ⇒ Sentences and paragraphs
 - ⇒ Bullet points and enumerated lists
 - ⇒ Rules for writing numbers and numerals

- ⇒ Using the simplest words and expressions possible
 - ⇒ How to avoid jargon
 - ⇒ Verbs versus nouns
 - ⇒ Using active rather than passive style
 - ⇒ Explain your ideas clearly
 - ⇒ The most overused business clichés
4. Elements of Effective Business Writing
 - ⇒ Accuracy
 - ⇒ Briefly
 - ⇒ Clearly

- ⇒ Do necessary research
 - ⇒ Analyze your Data
 - ⇒ Outline the report
2. Step 2: Draft
 - ⇒ Opening
 - ⇒ Introduction
 - ⇒ Middle Part
 - ⇒ Closing
 3. Step 3: Revise - Add/Cut/Rewrite
 - ⇒ Ideas
 - ⇒ Organization
 - ⇒ Voice
 - ⇒ Refine

REPORT IN PROGRESS

1. Step 1: Pre-Writing Considerations
 - ⇒ Analyze your purpose
 - ⇒ Analyze your readers
 - ⇒ Consider the big picture

PRESENTATION

1. Discuss the data
2. Writing the report
3. Presenting the written report

SBL SCHEME 100% - Please apply to PSMB BEFORE the commencement of course.

DRAFTING ESSENTIAL HR LETTERS, FORMS, POLICIES AND PROCEDURES MANUAL

....Objectives....

Upon completion of the course, participants should be able to:

- establish the HR policy and procedure manual
- provide a comprehensive guide for all Heads of Departments
- use the sample letters
- use the sample forms

....Trainer....

Dr Jasjit Kaur who holds a PhD from USM, possesses an MBA (General Management) and a Bachelors Degree (Hons) in Business Administration, both from UUM and a Certificate in Personnel Management from MIPM. She has more than 16 years of experience; both in the manufacturing and service industry. She has held various positions such as Administration Manager, Assistant Director of Human Resources and Group Admin/HR Manager that covers the areas of human resources, store management, purchasing management, shipping and general administration.

Dr Jasjit has been a corporate trainer since 1994. She has conducted extensive Public and In-house training ranging from logistics management, inventories, purchasing management, warehouse management, human resources, counselling, motivation & team building, supervisory skills, office management and leadership skills to business communication. In her capacity as a Training Specialist, she has conducted training for all levels of staff. In the past, she has conducted Training Courses for PLUS, Teknik Jaya, Northern Steel, Mattel (M), LKT Ind, PGEO Group, Genting Sanyen, Nemic Lambda, Sanwa RC System, Kayaba Meiban, World Kitchen, Serba Wangi, Public Packages, AIMST, Shangri-la Hotel and she has also conducted training in Singapore, Penang, Kuala Lumpur and Johor. In addition, she is a certified Trainer for Development Dimension International's Recruitment Programme, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.

....Course Contents....

HR Policy & Procedure Manual

- Understanding the P&P
- The Importance of the P&P
- The Scope In The P&P
- Basics of Writing the P&P
- Obtaining Endorsement & Developing a Review Process

Employee Handbook

- Purpose Of A Handbook
- Do's And Don'ts of A Handbook
- Being Creative With The Handbook
- Scope of a Handbook
- The Review Process
- Sample Handbook

Recruitment

- Policies & Procedures
- Job Application Form

- Interview Appraisal Form for Non-executive Staff
- Interview Appraisal Form for Executive Staff
- Appointment Letters
- Extension of Probation
- Non-confirmation Letter
- Confirmation Letter

Training

- Policies & Procedures
- Training Requisition Form
- Training Evaluation Form
- Training Follow-Up Form

Performance Appraisal

- Policies & Procedures
- Do's and Don'ts of Performance Appraisal Forms
- Sample Performance Appraisal Form for Non – Executives

- Sample Performance Appraisal Form for Executives
- Increment Letters
- Letter of Warning for Poor Performance

Employment

- Panel Doctor / Hospital Consultation
- Letter of Promotion
- Extension of Trial Period
- Confirmation of Promotion
- Non-Confirmation of Promotion
- Transfers (Another Department, Location, Subsidiary)
- Application Forms (Advance Wages, Loan, Annual Leave)
- Claim Forms
- Secondment

Employee Relations

- Grievance Procedures

- Grievance Form
- Reply to Grievance/Complaint Form

Discipline

- Minor Misconduct List
- Major Misconduct List
- Absenteeism / Late Coming Records
- Misconduct Report Form
- Recorded Counseling Form
- Verbal Warning Letter
- Show-Cause Letter
- Letter to Witnesses
- Charge Sheet
- Notice of Inquiry
- Written Warning
- Punishment Letters (Suspension, Annual Increments, Downgrading)
- Dismissal Letter



EFFECTIVE REPORT WRITING SKILLS : JUST LIKE THAT

...WHO SHOULD ATTEND...

- Any staffs who regularly write reports for an external or internal audience
- Anyone whose role has changed to include report writing

...COURSE DETAILS...

Date **June 6 & 7, 2012**
(Wednesday & Thursday)
Time **8.45am – 5.00pm**
Venue **FMM Institute Perak,
No 1, Lorong Raja DiHilir,
30350 Ipoh, Perak**
CPD: **14 hours**
Medium of Instruction: **English**
Fees:
FMM Members RM450.00/pax
Others RM550.00/pax
*(Fees include Course Materials, Refreshment,
Lunch & Certificate of Attendance)*

Closing Date: May 30, 2012

For further details, please contact
Ms Nicole/Puan Eda/Pn Harvindar
Fax (05) 5488221 • Tel (05)548 8660

DRAFTING ESSENTIAL HR LETTERS, FORMS, POLICIES AND PROCEDURES MANUAL

...WHO SHOULD ATTEND...

Personnel / HR Managers, Executives and Practitioners.

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Registration Form

Effective Report Writing Skills : Just Like That
(June 6 & 7, 2012 ~ Wednesday & Thursday)

Drafting Essential HR Letters, Forms, Policies And Procedures Manual
(June 6 & 7, 2012 ~ Wednesday & Thursday)

- please tick relevant registration programme -

FMM Institute (475427-W) Perak Fax No:05-548 8331/8221
(Attn: **Nicole / Eda / Harvindar**)

Dear Madam, please register the following participants for the above course:

	<u>Name(s)</u>	<u>Designation(s)</u>
1.
2.
3.

(Please attach a separate list if space is insufficient)

Enclosed is our cheque no. for RM being payment for the registration of participant(s) made in favour of the 'FMM Institute'.

Submitted by:

Name:

Designation:

Company:

Address:

Tel No.: Fax No.:

E-Mail: Membership No.

Registration:

- Upon **Faxing / Mailing** the completed **Registration Form** to FMM Institute, Perak, you are **deemed** to have read and **accepted** the terms and conditions. The course would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First-Served basis.

Payment:

- **Cheques** made in favour of **FMM INSTITUTE** should be forwarded to **FMM Institute, Perak**.
- For **SBL Scheme**, an **Attendance** of **100%** is a **MUST**, in any case, **employers will be billed** in full.

Cancellation:

- Must be in Writing with Reasons
- 7 days before the course – **No payment charged**
- 3 – 6 days before the course – **50% payment charged**
- < 3 days before the course – **Full payment charged**
- **Participants who did not turn-up will be charged full payment.**
- Replacements can be accepted at no additional cost.

Disclaimer:

The FMM Institute **reserves the right** to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.