



**UiTM**  
Merbok, Kedah



**FMM Institute**  
Kedah/Perlis Branch

**100% SBL Scheme**  
**Register Now!**

## **UiTM-FMM INDUSTRIAL ENGLISH**

### **“WORKPLACE ENGLISH (BASIC)”**

*14 hours (4 days)*

▸ 9.00 am – 1.00 pm ▸ 19 - Jan- 9 Feb 2013, Every Sat ▸ FMM Institute, Sungai Petani

#### **INTRODUCTION:**

This course is for participants who are employed in many industries. The course focuses on interactions in job-related situations ranging from general to less-formal situations. Tasks and activities suggested for each situation are disciplined-based. This course enables the students to use language appropriately, accurately and effectively in the four language skills of reading, writing listening and speaking

#### **TARGET GROUP:**

Professionals and everyone who would like to enhance their English language proficiency for work performance improvement.

#### **OBJECTIVES:**

By the end of the course, participants should be able to:

- Use the English language in less formal job-related situations, such as is a social gathering in the office with superiors, colleagues and clients.
- Describe one’s job in the organization, as well as handling enquiries about products and services.
- Upgrade their level of proficiency in the four language skills so that they can interact in general and less formal job related situations.
- Able to understand and use the preferred norms of complaining, requesting and negotiating, thus ensuring conflict-free interaction with other members of the working community

#### **COURSE OUTLINE:**

- Communication at Workplace
- Interaction at Workplace
- Organizational Structure
- Work-related Situations
- Real-life Situations

#### **LEAD TRAINER:**

**Prof Madya Alauyah Johari** is currently an Associate Professor at Universiti Teknologi Mara (UiTM) Kedah. Her field of expertise ranges from teaching Presentation skills, Report Writing, Interview, Meeting and Speaking. She has been in the academic environment since 1988 with more than 20 years experience of teaching various college English courses. She was also the Coordinator in the Language Department for 10 years and chaired the committees for Academic Mission, Time Table and Quality. Other than that, she has conducted various English courses with a number of government and private agencies including the Tourism Department and PLUS (Perbadanan Lebuhraya Utara Selatan).

Her training is geared towards accelerated learning with emphasis on involvement, interaction, and hands-on techniques to ensure the courses meet participants’ desired objectives. She is also able to combine soft skills concepts with real life requirements for those on the job. She strives to conduct innovative and results driven workshops to bring positive changes to individuals and their performance.

#### **SCHEDULE:**

Date	Hours
19-Jan-2013	4
26-Jan-2013	4
2-Feb-2013	3
16-Feb-2013	3

**Administrative Details**

Date : 19 Jan – 9 Feb 2013 (Every Sat)  
Venue : FMM Institute, Sungai Petani

Time : 9.00 am – 12.00 pm  
Fees : RM240.00 (Members); RM280.00 (Non-Members)  
*All fees are inclusive of course materials. NO lunch and refreshments will be provided.*

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by **17 Jan 2013** with correct payment by cheque made in favour of 'FMM INSTITUTE' and crossed "Account Payee Only". Payment by cash is acceptable during the day of registration. **Registration is on first-come-first-served basis.** For enquiries: Contact Meeza/ Ifa at 04-4216876/ 04-7343110/011 or email [fmmkedahperlis@fmm.org.my](mailto:fmmkedahperlis@fmm.org.my)

**CANCELLATION MUST BE IN WRITING TO FMM.**

*There will be no refund for cancellation within 3 days prior to the program. 50% refund for cancellation between 4 - 5 days and full refund for cancellation 6 days prior to the program. No additional cost for replacement.*

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**REGISTRATION FORM**

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To : FMM Institute (Attn: Meeza) Fax: 04-7344057

**Please register the following participants:**

- 1. Name & Designation : \_\_\_\_\_
- 2. Name & Designation : \_\_\_\_\_
- 3. Name & Designation : \_\_\_\_\_
- 4. Name & Designation : \_\_\_\_\_

(Please attach separate list if space is insufficient)

**Submitted by**

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

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

Tel : \_\_\_\_\_ Fax: \_\_\_\_\_

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

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

Membership No. : \_\_\_\_\_