MAKING A DIFFERENCE WITH BETTER ENGLISH

HOW TO JOIN?

Please login to web2 and click Intranet > Staff Portal > E-Training System > Application Form.

- Please submit the online application for HoD/Dean/Director's recommendation.
- Please apply early to avoid disappointment as places are limited.

CONTACT

Sungai Long Campus:
Ms Yeoh Tyng Tyng
03-90860288 ext. 805
yeohtt@utar.edu.my

Kampar Campus:
Encik Mohd Izad Ismat
05-4688888 ext. 2568
izads@utar.edu.my

Website:
cccd.utar.edu.my

Facebook:
facebook.com/UTARCCCD

Twitter:
https://twitter.com/CccdUtar

LinkedIn:
https://www.linkedin.com/in/utar-cccd/

CENTRE FOR CORPORATE & COMMUNITY DEVELOPMENT UTAR

COURSE OBJECTIVES

- Outline different formats and conventions in administrative writings.
- Develop staffs' oral communication skills in administrative settings
- Develop effective telephone skills and techniques.
- Identify the steps necessary for conducting a meeting.

COURSE CONTENT

Day 1

Laying Communication Foundations
- Importance of Communication Skills
- Facing today's communication challenges
- Improving your Non-verbal communication skills
- Understanding how culture affects communication
- Capitalizing on workforce diversity

Writing for business audiences
- The writing process for Business Messages
- Analyzing the Purpose for writing and the Audience
- Anticipating the Audience
- Adapting to the task and audience

Improving Writing Techniques
- Researching & Organizing Data
- Effective sentences
- Emphasis
- Paragraph coherence
- Composing the first draft
- Revising and proof-reading business messages

Corresponding at Work

i) E-mail & Memorandums

- Format
- Using E-mail safely and effectively
- Developing a writing plan For E-mail messages & Memos

ii) Letter

- Format
- Types of Letters
- Writing everyday business letters
- Information and Action Request
- Simple Claim Request
- Information response letter
- Responding to negative messages

Day 2

Corresponding at Work

iii) Report

- Understanding Report Basics
- Types of Reports
- Format
- Writing a report

iv) Minutes of Meeting

- Format and Terms
- Writing minutes of meeting

v) Developing Speaking Skills

- Ethics in business communication
- Communicating in person, by telephone and in meetings
- Making Oral Presentation
- Common Language Errors

TRAINER

Ms Geetha Veerappan is a PSMB certified trainer who has obtained her Master degree and B.Ed(Hons) degree in TESL from University Putra Malaysia. She is currently attached to the Department of Languages and Linguistics, University Tunku Abdul Rahman as a lecturer for the past 10 years.

Geetha has been conducting training over the past few years in fields related to communication. Among her clients include Quantum Control Sdn. Bhd., Ehsan Engineering Sdn. Bhd. and Guang Xi University of Chinese Medicine. Geetha strongly believes and adheres to the principle that learning is a lifelong process and it doesn't end in the classroom. She also feels that each person has the ability to master the techniques of communication and writing through apposite training and sharing of knowledge. She brings in authentic scenarios and realia where learning would be more constructive and innovative for the trainees. The trainer has the flair for inspiring people to believe in themselves. She facilitates the trainees to further enhance their knowledge by keeping abreast of current trends and to be at par with stakeholder's expectations to achieve their very best.