

# TECHNICAL COMMUNICATION IN E-MAILS, REPORTS & SPEECH



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## OVERVIEW

Technical staff faces the need to concisely and clearly communicate technical information to managers, colleagues and customers, who may lack the communicator's depth of knowledge and yet need to take action on the information.

This workshop focuses on the key aspects of the following communications media, with respect to getting actionable information across to the audience:

- ✚ Short Form Writing: E-mails, memos and letters
- ✚ Long Form Writing: Reports and proposals
- ✚ Speaking: Presentations and verbal reports

The emphasis is on identifying the portions where audiences tend to zoom in such as recommendations in reports and crafting your message to fit these key aspects example by writing recommendations which are specific, actionable and justifiable.

## WHO SHOULD ATTEND?

- Managers
- Executives
- Engineers
- Staff who needs to communicate with clients and managers



## OBJECTIVES

At the end of the workshop, participants will be able to:

- ✚ Understand the impact of audience requirements on technical communication
- ✚ Help your audience find their requirements by using structured communication
- ✚ Share required information by applying effective communication principles

## WORKSHOP OUTLINE

### DAY 1

- Module 1: Fundamentals of Business Communication
- Module 2: Audience Requirements
- Module 3: Short Business Communications – Emails, Letters, Memos and Faxes
- Module 4: Visual Writing Patterns
- Module 5: Writing
- Module 6: Polishing the Writing

### DAY 2

- Module 7: Report Writing Foundation
- Module 8: Developing Conclusions and Recommendations
- Module 9: Talking Numbers
- Module 10: Executive Summaries
- Module 11: Presentation Storyboard Elements
- Module 12: Word Usage
- Module 13: Voice Usage
- Module 14: Body Language
- Module 15: Introductions
- Module 16: Visual Aids

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