



Effective & Efficient Incident Reports

5 Essential Steps to Manage Incidents Well in Your Organization

HRDF

www.zohlgroup.com

COURSE CODE: H-SHE-06

LEVEL: Basic

LANGUAGE: English

COURSE RATIONALE

In recent years, an incident report is among the most important documents used in every company that values the health, safety and wellbeing of its employees. The numerous data and the complexed findings has to be analysed and presented well in the report before sound conclusions and recommendations can be made. Therefore, effective written communication and data presentation skills are regarded as critical components that affect decision making and corporate initiatives. This course is specifically developed for those seeking to improve or fine tune their report writing skills and the presentation of it and to enhance overall written and verbal communication effectiveness in their line of duty.

COURSE DESCRIPTION

The course provides the participants with the fundamentals of how to efficiently write incident reports and effectively present relevant data and findings to technical and non technical audience. By applying the information presented, the participants will be able to present and translate - in writing - organized, clear, concise reports based on the complex data and findings. A comprehensive handbook cum workbook is provided for each participant where they will find templates to help them structure the report. The writing tasks will be given via a step by step approach on the different parts of the different types of reports. Emphasis will also be on the grammar, vocabulary usage and useful phrases of report writing. This is a two-day program best suited for a maximum of 20 employees participating in each session. The course provides an opportunity for participants to look at and get feedback on their own report presentation style - to highlight the resources, strengths and talents they already have.

OBJECTIVES

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

- Strengthen their report writing skills through confident, clear, and objective writing.
- Think analytically, focus the objectives, and understand reader's expectations.
- Gain tools, learn techniques and practice skills in report writing.
- Organize ideas, and present them objectively, clearly and logically in writing.
- Identify common pitfalls in report writing
- Translate and organise complex data and findings into clear and concise expressions using the correct sentence structure.
- Engage and impress your audience by presenting your data and findings effectively and efficiently.

COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

Note: Please contact our office for Training Date or visit our website for details (www.zohlgroup.com)

METHODOLOGY

This program will be conducted with:

- Interactive Presentations | Lectures & Facilitations
- Individual & Team Assignment | Coaching | Editing Tasks | Case Study

Participants learn to improve their report writing skills through an interactive approach through related activities, case studies and identifying their writing strength and weakness via editing tasks. Group feedback and discussions reinforces learning.

TARGET AUDIENCE

Project Management Team Members, Facilities Management Team Members, Anyone on HSE & ISO Committee, Middle & Senior Management Team Members

LOCATION

Mindset Discovery Center™@ZOHL, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or any hotel in the selected Region(s)

LEARNING DESIGN

This workshop shall be customized to the needs and tools of the company. By applying the strategies, guidelines and checklists presented in the handbook, the participants will be able to present organized, clear and concise reports to suit the reporting tool or platform. Sample and templates of reports via a step by step approach on the different parts of reports given during the program will help participants understand the flow of the writing process. Usage of case studies and editing tasks reinforce their skills at the work place for long term retention. Emphasis will also be put on the English language structure, grammar and vocabulary usage. The participants get to reinforce their English language competency through the various grammar and sentence structure practice provided in the handbook. A list of key vocabulary and useful expression will facilitate greatly in the writing tasks.

COURSE CONTENT

1. Introduction to Incident Report Writing

- Types of Reports
- Types of Incidents/Accidents
- The Importance of Safety Reports (The 5 Why's)
- When is a report ineffective?

2. Important Strategies For Accurate Data Findings

- Asking the right questions
- Interpreting the information
- Vocabulary usage
- Avoiding fallacies

3. The Basic Structure of Incident Reports

I. PRELIMINARY PARTS

- Letter of transmittal
- Title page
- Contents page
- Executive summary

II. INTRODUCTION

III. BODY/FINDINGS

IV. CONCLUSION/SUMMARY

V. ADDENDUM (if required)

- Bibliography
- Appendix material
- Index

4. Outline For Effective and Efficient Incident Report

- What happened
- When it happened
- Where it happened
- How it happened
- Who it happened to
- Who reported it
- Everyone who was involved
- Any damage or injury that incurred
- Highlight your evidence, findings and conclusion
- Organise your information using WHPI
- Present data and diagrams effectively using appropriate phrases and tone

5. Guidelines for an objective and professionally written reports

- Reader-based
- Word Choice - appropriate words and useful expressions
- Sentences - Passive vs Active
- Tone - priority and urgency
- Grammar

Customized In-House Training Program is available in the following areas:

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CALL US FOR DETAILS or VISIT OUR WEBSITE AT WWW.ZOHLGROUP.COM



Sebarang pertanyaan sila hubungi Cik Niesa
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COURSE FEE

RM1,272 per person incl. 6% SST

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

CIDB CCD Points

20 (for CIDB-Registered Companies) & upon approval from CIDB

HRDF CLAIMABLE

Yes. SBL Khas. If your company contributes to HRDF Fund

REGISTRATION METHOD

1. **Online:** http://zohlgroup.com/hrdf_registration/ **OR**
2. Download this brochure at: <http://zohlgroup.com/hrdf-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

FACILITATOR

Puan Rozitah Mohd Hashim will be able to provide you with high quality consulting services not just based on her qualification and experience, but also on her knowledge of and familiarity with conducting trainings to organizations similar to yours. She is a PSMB-certified trainer and specializes in providing soft skill-support programs to assist with the human resource development programs of corporate organizations. She has a wealth of experience in enhancing employees' professionalism in the areas of Team and Personal Effectiveness, Creative Cognition, Customer Relationship Management, Persuasive Presentation, Interpersonal Communication, Negotiation and Discussion Skills, Business Writing as well as the English Language communication series. Rozitah strives to raise the level of positivity and exhilaration of individuals that ripples out beyond the work experience; making a difference in the lives of others and in the success of organizations. Rozitah holds a Master of Education (LASE) from the University of Melbourne, Australia, specializing in the area of cognitive psychology. She is also a member of the Malaysian Association of Professional Speakers and has been a member of the Persatuan Penterjemah Malaysia since 1990.

After receiving a Bachelor of Arts - English with Education - from University Science, Malaysia, Rozitah started her teaching career in Sekolah Menengah Sains Selangor, Kuala Lumpur in 1989. She has nearly 20 years of experience in teaching English at high schools and universities, as well as conducting training sessions to professional focus groups. Rozitah has taught English grammar and communicative skills, report writing, negotiation and discussion skills and also oral presentation skills at UiTM and UPM. She has also been assisting IKRAM, Multimedia College, University Malaya Center for Continuous Education and Open University with their professional development programs in the areas of English communication skills and customer centric development. For years, British Petroleum (Malaysia) has consulted her in their corporate communications. Telekom Malaysia, Celcom, Khazanah Nasional, Shapadu Corporation, UDA Holdings, Lityan Corporation, Residence Hotels, Majlis Perbandaran Subang Jaya and Malaysian Building Society Bhd are some of the recent organisations that Rozitah has had the pleasure of sharing her experience and knowledge with.

*Note: Trainer availability is subject to change

REGISTRATION FORM

Participant#1: _____

Position: _____

IC No: _____

Participant#2: _____

Position: _____

IC No: _____

Training Date: _____

Organization: _____

Address: _____

Contact Person: _____

Position: _____

Tel: _____

Fax: _____

Email: _____

PAYMENT

CASH: RM _____ **OR**

CHEQUE No: _____

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to training@zohlgroup.com

*Please make your cheque payable to:

ZOHL Consultancy Sdn Bhd



Account No:
514392303373

Signature & Company Stamp

Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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