

MEXA'S VIRTUAL COURSE
"7 hours of Interactive Online Session"

ON

EMAIL WRITING SKILLS

HRD Corp
Claimable
Courses

(Programme No.: 10001632806)

15 January 2026, Thursday | 9.00 am – 5.00 pm | ZOOM Virtual Platform

INTRODUCTION

Although writing is an important part of working life, few employees receive help with documents or writing guidance. Unclear writing creates confusion, leading to more enquiries for clarification, errors, complaints and also rework. All of these consume valuable company time.

Many feel insecure about their grammar and writing skills which results in tendency to use overly formal phrases that leave the reader with a negative impression of the writer and the company.

This course will help you improve your English writing skills in a business and professional setting.

OBJECTIVES

Upon completion of this programme, participant will be able to:

- Speed up the writing process when writing business documents
- Organise their ideas and conclusions in reader-friendly written style, usage of correct grammars
- Apply the main rules of good business writing.
- Select simple language to ensure that messages are read, understood and get results.

LEARNING OUTCOMES

At the end of this programme, participant will have gained the following knowledge and learning and be able to:

- Improve English writing skills in a business and professional setting.
- Able to understand the correct ground rules on how to organise and execute proper business write-ups.

TARGET AUDIENCE

All who wish to improve their Business Writing Skills in a commercial or business context
(Executives, Junior Executives, Junior Officer / Clerk)

METHODOLOGY

An interactive and practical approach incorporating group discussions/exercises, presentations and role plays.

OUTLINES

DAY 1

Module 1: Email Overview

- Boomerang Effects
 - *Why Boomerang happens ?*
 - *How to overcome Boomerang effects in emails*
- Emails Commands : TO : CC: BCC:
 - *Correct application usage*
 - *BCC: When do we use it ?*

Module 2: Drawing Attention

- Creating accurate "Subject Line"
 - *How to Improve on Subject Line*
 - *Dos' & Don'ts in a Subject Line*
- Appropriate "Opening Lines"
 - *How to start an email with good opening lines*
 - *Why readers bored with your email*
- "Thank You" - New trend of phrase
- Salutations - Hi, Heloo & Dear

Module 3: Making E-mails Readable

- Organising Content
- Attachments in Emails
 - *Correct ways on email attachments.*
 - *How to manage if you have more than one attachments*
- Creating Logical Structure
 - *Ways on Writing Effective Email*
 - *Maximum Lines In Each Paragraph*
- K.I.S.S. SYSTEM - Keep It Short & Simple -
 - Components: Accurate , Clear & Brief

Module 4: Useful Phrases for Writing

- Confirmation
- Drawing Attention to Matter
- Requests
- Refusing Politely
- Apologizing /Expressing Regret
- Expressing Dissatisfaction
- Offering Help /Assistance
- Referring to Future Contact / Business
- Enclosing Documents
- Referring to Payment
- Price Matters
- Giving Good News
- Giving Bad news
- Orders

Module 5: Conclusion & Action

- Closing for action
 - *How to end an email with good closing lines*
- Usage of the term Sincerely / Faithfully

TRAINER'S PROFILE

Sathiesh Sangarajoo

- **BEng (HONS)** – *University of Lincolnshire & Humberside, United Kingdom.*
- **CERTIFICATION IN TRAINING (TTT/ 7353)** - *Pembangunan Sumber Manusia Berhad*

Sathiesh has extensive 17 years of working experience in Telecommunication and Semiconductor /Manufacturing industries. He assumed positions as Head of Customer Service and Network Technology Division Engineer. Been exposed to training in Managing Customers' Complaints & Recovery Process, Sweden and

Subscription Handling for Call Center as well as Call Center Service Overview, Spain.

Some of the portfolios that he has undertaken during his tenure includes: - Conducting Customer Satisfaction Surveys, Implementing Quality Initiatives, Team Engagement & Empowerment, Induction Programs, Writing Policies & Procedures, Creating and Implementing Change Management plans.

He strongly believes in People Management Practices and Learning & Growth principle as being one of the key elements for organisations to succeed. He is passionate in making a difference in participants' learning through his personalized, practical and dynamic approach to make training an enjoyable and valuable experience.

Sathiesh has effectively helped organizations and its people improve performance through training and consultancy in the areas of Leadership, Customer Service, Project Management and Personal Development.

PRE-REQUISITE

- Good Internet / wifi connectivity
- PC / Laptop with good audio/visual
- Virtual platform - ZOOM

PARTICIPATING FEE (HRD Corp Claimable Courses)

RM972.00 per person

Fee inclusive of Course Notes, Digital Certificate of Participation and 8% SST

For registration:

1. Please email us a copy of your registration form;
2. (HRD Corp Registered Employer) Please apply via HRD Corp e-TRiS for HRD Corp Claimable Courses scheme before training date (subject to approval), **Training fee claiming = RM972.00 per person**; and
3. (HRD Corp Registered Employer) Upon training completion, please fill up form **PSMB/SBL-Khas/JD/14** and return it to us immediately. The delay in returning the form will result in delay of the employer's submission of claims.

ORGANIZER (MyCoID: 791613A)

Malaysian Export Academy Sdn Bhd
No. 47B, Jalan BP 7/2,
Bandar Bukit Puchong,
47120 Puchong, Selangor
Tel: 019-3109496
Fax: 03 8066 6152
Contact Person: Faruq
Email: faruqrazi.mexa@gmail.com

EMAIL WRITING SKILLS

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REGISTRATION FORM

(Please email: faruqrazi.mexa@gmail.com)

Name	Designation	Handphone no.
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Company/Organization: _____

Nature of Business: _____

Address: _____

Telephone: _____ Fax: _____

Email: _____ Contact Person: _____

Is your company registered with the HRD Corp?

Yes No (please tick)

Is your company a Small and Medium Enterprise (SME)?

Yes No (please tick)

Participating Fee (HRD Corp Claimable Courses)

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Fee inclusive of Course Notes, Digital Certificate of Participation and 8% SST

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- (HRD Corp Registered Employer) Upon training completion, please fill up form **PSMB/SBL-Khas/JD/14** and return it to us immediately. The delay in returning the form will result in delay of the employer's submission of claims.

Payment / Terms & Conditions

Kindly make bank transfer payment to **Account No: 800 221 0777 of CIMB Bank**, payable to **Malaysian Export Academy Sdn Bhd**. Please email to us the bank transfer slip and registration form as proof of payment.

Any cancellation within one (1) week before the event is not refundable.

The management has the right to change the time / date of the event with notice to be given in advance.