



EFFECTIVE BUSINESS ENGLISH AND ETIQUETTE

OBJECTIVES

- Use simple, clear, and effective English to express ideas and understand others.
- Overcome fear and hesitation in using English at the workplace.
- Convey a confident and professional image through both language and behaviour.
- Apply business etiquette and cultural awareness to build trust and respect.
- Communicate effectively through digital and in-person channels.
- Build confidence for continuous self-learning and personal growth.

COURSE CONTENT

Communicating with Clarity and Confidence

- Module 1 – Introduction: The Role of English in a Global Workplace
- Module 2 – Making a Positive and Lasting Impression
- Module 3 – Writing with Digital World Professional Impact
- Module 4 – Presenting Your Message Effectively

Connecting through Conversation and Conduct

- Module 5 – Everyday Business Conversation
- Module 6 – Creative Communication
- Module 7 – Office Etiquette and Professional Conduct
- Module 8 – Review and Reflection

ADMINISTRATIVE DETAILS

Date: May 18 & 19, 2026

Time: 9.00am – 5.00pm

Venue: FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Fees: FMM Members – RM 1,350.00 per participant
Non-Members – RM 1,566.00 per participant
(inclusive of 8% service tax)

(Fees include course materials, Meals and Certificate of Attendance)



Get **10% DISCOUNT** if you send 3 or more participants for the same programme!

TRAINER PROFILE

Mr Wesley Khaw has conducted and facilitated training for more than 35 public, private and multi-national organisations in Malaysia, Brunei and Singapore, specialising in Human Relations, Effective Communication, Team building, Leadership and QCC topics. A Mechanical Engineering Graduate from a UK University, he started his career in Singapore Airlines. During his tenure, he streamlined staff policies and benefits, which resulted in a reduction of processing time and consequently an increase in productivity. Upon his return to Malaysia, he joined a Japanese MNC, as a Production Engineer which was just starting its electronic key components operations in 1980. Wesley has also played a leading role in Industrial Relations. He has a wide range of experience in the handling of employer-employee related matters and engaged in numerous negotiations with the worker's Union on behalf of Management. During this period, the company enjoyed a healthy and harmonious relationship, with a WIN-WIN policy as a guiding principle. Due to his senior position in the company, Wesley wears many hats, and is very often required to view issues from an overall company 'global' perspective, from Procurement to Sales, from Production to Financial systems, and above all from a HR perspective. For this reason, from his early days in the company, he has been operating from a top management platform. He also spent a significant portion of his time for the development of staff in his company. He was instrumental in the setting up of the training unit as well as small group activities to enhance the company's policy of staff empowerment. During this period Wesley was also selected by the company's head office in Japan to conduct middle management courses for its ASEAN managers in Singapore. For all his immense contribution to his company, he was appointed to the position of Executive Director in 2001 and has also been a member of its Associated Company's Group, Board of Directors Committee for Bangi, a first for a Malaysian employee

WHO SHOULD ATTEND

Supervisors, executives, and junior to middle managers who wish to enhance their professional communication, confidence, and etiquette in both local and international business settings.

For further inquiries please contact:

Siti Nazihah /Azrini
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Visit us at: www.fmm.edu.my / www.fmm.org.my

REGISTRATION FORM

EFFECTIVE BUSINESS ENGLISH AND ETIQUETTE

May 18 & 19, 2026 (Monday - Tuesday)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | COID: (475427W_SELANGOR)
Email: siti_nazihah@fmm.org.my/ azrini@fmm.org.my
Tel: 03-5569 2950/4471/4171

Please register the following participant(s) for the above programme:

1. Name	Designation	Email
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Nationality	IC/Passport No.
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2. Name	Designation	Email
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Nationality	IC / Passport No.
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(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming from HRD Corp and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will NOT BE CLAIMING from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name:	Designation:
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Email:	Company:
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FMM Membership No. :	My Corporate Identity No.:
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Company Address:

Tel No.:	Fax No.:	Date:
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