



LAB121

Laboratory Report Writing and Technical Writing Skills

Course Introduction:

What does it mean to be a scientist or technician in a laboratory? Why do laboratory staffs ask questions such as what is that substance and why does it react that way?

Since the beginning of time, man has been seen as an inquirer. We are always trying to discover new things, classify everything and to understand the behavior of things. The ability to enquire is one of the most important assets a person in a laboratory can have. You need to be able to act in the role of an inquirer when working in a laboratory environment.

The idea of this course is to give an introduction to working in a laboratory. It is hoped that people become aware of their role and function in a laboratory environment. Whatever the function of the laboratory, it's most important asset is the staff and how those staff perform. This course presents people with the basics to become an integral part of the laboratory and assist the facility to generate data that are of high quality and scientifically reliable.

Course Objectives:

Upon successful completion of this course, the delegates will be able to:

- ✓ Identify the dangerous chemicals and how to minimize the risk associated with them in case of fire, chemical spill or sudden failure of equipments
- ✓ To exercise total quality management in producing reliable, consistent and independent results and on-time to their customers
- ✓ To emphasize on equipment calibration and maintenance as part of the quality assurance and quality control procedures
- ✓ To increase the awareness of the occupational health and safety in the laboratory environment, and exercising total professionalism in scientific and management areas
- ✓ To identify the most effective and efficient practice in planning, organizing, prioritizing and executing the business requirements
- ✓ To develop effective communication and interpersonal skills among lab personnel

Who Should Attend?

This course is intended for Laboratory managers, analytical chemists, medical scientists, laboratory supervisors, research and development scientists, microbiologists, food technologists and quality assurance/control managers.

Course Outline:

Day 1:

- Introduction and the expectation
- Types of reports
- What is a technical report?
- Reviewing basic writing skills
- Enhancing your report

Day 2:

- Report writing strategies
- Scientific reports
- One page reports

Day 3:

- Analytical test reports and certificates of quality
- Electronic versus paper reports
- Recording and review of results

Day 4:

- Test method writing
- Reporting to senior management team
- Summaries of working

Day 5:

- Instructions, procedures, etc.
- Handling customer complaints (reports vs. Other techniques)
- Customer complaint response reports

Course Fees:

To be advised as per course location. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request".

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session