

Technowrites Corporate Training Case Study



Dubai Electricity & Water Authority

The Dubai Electricity and Water Authority (DEWA) is a public service infrastructure company. DEWA employs a workforce of over 9,000 employees and provides over 600,000 customers with electricity and over 500,000 customers with water. The objective of the state-run company is making available to the people of Dubai an adequate and reliable supply of electricity and water.

Client's Challenges	<ul style="list-style-type: none"> Poor documentation Lack of knowledge about Technical Report Writing 		
Training Completed	<ul style="list-style-type: none"> Training conducted through a channel partner in Dubai, where participants of different nationalities attended the training. 		
Training Duration	18 Hours (10 hours of hands-on exercises)	Training Location	<ul style="list-style-type: none"> Dubai
Batches	1	Tools	<ul style="list-style-type: none"> MS Word DIA
Training Highlights	<ul style="list-style-type: none"> Trainer provided exhaustive training focused on advanced Technical Report Writing. Trainer conducted a Multiple Choice Questions test everyday. Pre- and post-training exams were conducted by client to check training effectiveness. Trainer provided training on email writing that was customized for the client. Feedback was provided on the reports prepared by the participants. <u>Participants liked the exercises created using chart papers.</u> 		
Participant Takeaways	<ul style="list-style-type: none"> Printed booklets Exercise sheets eBooks Ready to use checklists 	<ul style="list-style-type: none"> Training videos Video snippets for MS Word Reference material MS Word Macros 	