

- Communication Skills
- Business Writing**
- Creating & Keeping Business
- Personal Development
- Recruitment & Retention
- The Complete Mngt. Portfolio
- The Complete Trainer
- Other

<b>Course Code:</b>	SSBUSWRT	
<b>Duration:</b>	1 Day	
<b>Pre-requisites:</b>	There are no pre-requisites for this course.	
<b>Who will benefit:</b>	Staff who communicate business information to customers and colleagues using the written word.	
<b>Objectives:</b>	Write a business letter, a circular, a memo and an email message, each of which fully satisfies a writing quality check. Avoid redundant phrases, unnecessary jargon, clichés and bias. Use sentences and paragraphs correctly.	
<b>Content:</b>	<p><b>Meeting preparation and agenda setting</b></p> <ul style="list-style-type: none"> <li>✓ Knowing the purpose and advantages of a clear agenda</li> <li>✓ Understanding how an agenda can be used to improve minute taking</li> <li>✓ Establishing a partnership with the chairperson</li> <li>✓ Creating a checklist for essential preparation for a meeting</li> </ul> <p><b>Effective Business Writing</b></p> <ul style="list-style-type: none"> <li>✓ Identifying the characteristics of business writing that works; ensuring clarity and brevity.</li> </ul> <p><b>Spelling, Punctuation and Grammar</b></p> <ul style="list-style-type: none"> <li>✓ Developing skills and techniques to improve spelling; avoiding common pitfalls in punctuation and grammar.</li> </ul> <p><b>The Hit List</b></p> <ul style="list-style-type: none"> <li>✓ Eliminating redundant phrases, clichés and unnecessary jargon; avoiding biased language and inferences.</li> </ul> <p><b>Structuring a Letter</b></p> <ul style="list-style-type: none"> <li>✓ Addressing business letters; planning, sequencing and structuring the content; writing a letter from brief instructions.</li> </ul> <p><b>House Style</b></p> <ul style="list-style-type: none"> <li>✓ Preferences of the organisation; the image of the organisation; internal and external correspondence.</li> </ul> <p><b>Inter-Office Written Communication</b></p> <ul style="list-style-type: none"> <li>✓ Identifying the features of effective memos; identifying basic rules for electronic messages.</li> <li>✓</li> </ul>	<p><b>Legal Implications</b></p> <ul style="list-style-type: none"> <li>✓ Identifying when written confirmation is essential; deciding when a fax needs to be supported by a hard copy in the mail; avoiding potential legal problems; editing a letter of confirmation.</li> </ul> <p><b>Skills and Spills</b></p> <ul style="list-style-type: none"> <li>✓ A portfolio of challenging exercises to check and emphasise what has been learned.</li> </ul> <p><b>Action Plan</b></p> <ul style="list-style-type: none"> <li>✓ Participants plan and discuss what they will do on return to work.</li> </ul>

<b>Perfect Partners:</b>	<p>Other courses which naturally complement this course include:</p> <ul style="list-style-type: none"> <li style="width: 50%; margin-right: 5%;"><b>Written Communication - The Professional Approach</b></li> <li style="width: 50%;"><b>Report Writing – The Four Step Approach</b></li> </ul>
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