



Business Correspondence - Memos, Emails & Letters

In these days of fast and direct electronic communication we sometimes lose the human touch and the true essence of the message we are trying to convey. Writing for business is truly an art form if the reader is able to understand and act upon what is being communicated. This course will develop the participant's business writing skills within the parameters of well researched communication theory.

Expected Accomplishments

- Draft clear concise professional correspondence
 - Convey desired message while meeting needs of the reader
 - Avoid common errors and wordiness
 - Adapt style and format to meet the occasion
 - Refresh grammar, capitalization, writing points and punctuation
 - Write a variety of emails, memos or letters addressing different issues
 - Get the point across in a positive professional tone
- Being tactful
 - Staying positive
 - Editing your work
 - Language review for clarity
 - Passive usage
 - Prepositions
 - Gender use
 - Abbreviations
 - Punctuation
 - Capitalization
 - Business letters
 - Letter layout
 - Business letter styles
 - Case study business letter practice

Course Outline

- Practicing the Cs of written communication
 - Capture reader's interest
 - Clear, correct
 - Complete, concise
 - Convey the right message
 - Creative formatting
 - Courteous tone
 - Conscientious, care
 - Check, check again
- Memos/emails for the occasion
 - Clear message in subject box
 - Common openings & closings
 - Body: the main message
 - Writing to your audience
 - Professional courtesy
 - Workplace memo/email practice
- Writing points
 - Confusing words
 - Common mistakes
 - Getting the point across
 - Avoiding wordiness
 - Descriptiveness

Who Can Benefit

Anyone who aims to improve their written correspondence skills

Related Training

- Report Writing Skills
- Advanced Communication-'The Power of Assertiveness'

Duration: 3 days

Mode

Consultant led classes with a combination of directed activities and participant-centered learning tasks

Prerequisites

A good command of the English language

Course Code: COM-300

