

Business Writing Skills

Who should attend?

All persons working in administration, in commercial and non-commercial organisations and who are responsible for presenting written information in a professional formatice. e-mails, letters, reports and minutes.

How long is the course?

Day one (Business Writing Skills only)
Day one and two (Business Writing Skills and Minute Taking)

Outcomes include:

Produce more effective and professional written documents. Vary wording, improve on spelling and punctuation to ensure polished documents. Structure, write and proofread documents correctly.

Day 1

Lesson 1: Produce an effective written response

Identify specific texts required in the workplace Plan and prepare a written response Apply appropriate language structures and terminology

Lesson 2: Identify and analyse information used for writing

Identify the audience
Collect and analyse information
Acknowledge sources in a workplace response
Ensure focus
Use a checklist

Lesson 3: Compose text using plain language for a specific function

Select appropriate format and structure Apply language structures and features Compose a workplace response Respond in writing

Lesson 4: Present a written text for a specific function

What is a report?
Create a draft of written text
Evaluate the document
Presentation methods
Editing own writing

Day 2

Lesson 1: Communication

The challenge of communication Communication used for a meeting Differences in business communication

Lesson 2: Business language used for meetings

Correct use of modern English

Lesson 3: Meetings

Different types of meetings
Importance of meetings
Cycle of a meeting
Guidelines to prepare for a meeting
How to set up an agenda
Layout and style of agenda
Meeting preparation

Lesson 4: Minutes of a meeting

Aspects of taking good minutes Note taking Transcribing minutes Setting out of minutes Editing your minutes