

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 format i.e. 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