

Today's Lecture

- ▶ Business Communications
 - ▶ Business writing
 - ▶ Memos
 - ▶ Emails
 - ▶ Reports
 - ▶ Meeting Agenda
 - ▶ Letters
 - ▶ Proposals
 - ▶ Person-person Communication

Business Writing

- | | |
|--|---|
| ▶ Information Sharing within the Organization | ▶ Information Sharing outside the Organization |
| ▶ Notice | ▶ Business letters |
| ▶ Memo | ▶ Emails |
| ▶ Email | ▶ General Reports |
| ▶ Internal Reports | ▶ Proposals |
| ▶ Meeting Agenda | ▶ Social Media |
| ▶ Meeting Minutes | |
| ▶ Social Media | |

Business Writing

- ▶ Info sharing
 - ▶ What info
 - ▶ Who are the recipients/readers
 - ▶ Why

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Goals of Business Writing

- ▶ Convey Information
- ▶ Call for Action
- ▶ Explain or Justify an Action

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Business Writing Tips

- ▶ To the Point, Clear, Not Wordy
- ▶ Short sentences, Active Voice
- ▶ Short paragraphs
- ▶ Simple Words
- ▶ Use the words "Please" and "Thanks"
- ▶ Proofread thoroughly
- ▶ Revise well before circulation

Example of An Office Memo

Hi everyone,

Our monthly safety meeting will be held today at 11 AM in the break room. Please bring your safety manuals, and remember to sign the attendance sheet as you enter. It should take around thirty minutes.

If you have any questions, feel free to call me at 919-555-3210.

Thanks,
Lyla

[Business Communication: Business Writing Essentials \(gcglobal.org\)](http://gcglobal.org)