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

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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 (acfalobal.org)

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Written Business Letters

► Block format

► Your address if not using letterhead

► Date

► Salutation - Dear Mr. X:/ Dear Ms. Y: ...

► Body

► Closing - Sincerely, or Yours truly, ...

► Signature

Enclosures (if any)

Watch a short video in

Business Communication: How to Write a Formal Business Letter (gcfglobal.org)

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Business E-Mails

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1. A clear, simple subject line.

2. Use standard font.

3. Address your recipient formally, if outside.

4. Structure your message clearly.

5. Provide a call to action at the end.

6. A professional closing.

7. Proofread

8. Use carbon copy and blind carbon copy appropriately.

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Subject line

Subject Line: UX Research Contract Opportunity

1

X

Ge Bee

2

**Salutation**

**3**

Body

Closing

Hello Amal,

I hope this message finds you well. I'm reaching out today because I'm managing an appli- cation redesign project here at ABC Company and seeking a skilled UX research contrac- tor to help analyze several sets of usability testing data.

This is a three-month project beginning February 1st, and we estimate it will take roughly 15 hours per week. All work can be completed remotely, but you're welcome to use our workspace.

Please let me know if you're interested in this project and we can set up some time to discuss the details further. I look forward to hearing from you.

Sincerely,

Alan Goto

Signature

User Experience Director

Identify **your goal**

| Consider your audience

Keep it concise

Proofread your email

| Use proper etiquette

Remember to follow up

ABC Company, **Inc.**

Send

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https://www.indeed.com/career-advice/career-development/business-email-etiquette

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Tips for Business E-mails

Polite and Formal

Avoid personal e-mails from company Id

Use "reply all" carefully

▸ New Email threads for new topics

► No Emojis

► Consider the Culture of the recipient

Use virus-free and machine-independent attachments

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Business Reports

Front Matter

Executive Summary (1 page)

Background

Facts, Data and Key Findings (Formal, Objective, Based on Research) [MRD]

Conclusion

Recommendations

References

Appendix

Watch a short video in

Business Communication: How to Write a Formal Business Letter laciglobal.ora

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Meeting Agenda/ Call for a Meeting

Title

Meeting Type or Name

Date and Time

► Venue

Who should Attend

Action items to be discussed/presented

► Preparation for the meeting (Attachments to read, to bring)

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Minutes of Meetings

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Title

Meeting Type or Name

Date and Time

Venue

Attendees present (Quorum)

Start time

► Action items discussed/presented/motions

▸ Decisions taken

► Time the meeting ended

► Signatures

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Business Proposals

7/25/16

7/30/1

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8/24/6

8/25/16

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► Report with extras

► Some (new or novel) work to be done

Benefits of the work

▸ Deliverables

Time line (Gantt Chart)

► Budget Estimate

Task One

Task Two

Task Three

Task Four

Task F

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Task Seven

Tisk Eight

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Task Nin

Task Ten

Task Elen

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Corporate Internal Communication

Necessary for managerial/leadership posts

▸ Efficient flow of communication

► Connect with all over online platform

Improves the employee experience

Increases inter-departmental cooperation

► Encourages Innovation

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