

IN PERSON · TWO DAYS

## Professional Business Writing

Skilled writers can create effective documents quickly. Better emails and proposals mean stronger relationships with your customers, and better internal communication means more effective and efficient decision making.

This course shows you how to address the needs of your readers and how to write emails and short reports that are clear, concise, correct and professional.

### Who should attend

This course is for anyone who writes emails or short reports to colleagues or external clients. We recommend up to 15 participants.

### You learn to

- Use a consistent process and framework to quickly generate and organize content
- Decide what information and how much detail to include
- State your main point clearly up front, and ask readers for action
- Make your structure scannable
- Energize your writing by using a clear, concise style
- Use a positive tone to build and maintain good relationships
- Identify and correct common grammar mistakes that erode your credibility
- Practice email etiquette to come across with courtesy and professionalism
- Use templates to give bad news diplomatically and make persuasive recommendations

## What to expect

We know that people learn best by doing, so this course gives you many opportunities to practice as you learn. You participate in large- and small-group discussions and use your own documents to assess your writing as we go. You have an opportunity to revise a document in a culminating activity, and receive feedback from your peers and guidance and coaching from the facilitator.

You receive a comprehensive manual containing practice exercises, checklists, templates, and examples. Handy tip sheets help you transfer learning to your work-based writing. You also have access to online resources for post-course use.

## How you spend your time

### Write your first draft

Learn to:

- Analyze your reader’s needs and clarify your purpose
- Plan your content—quickly generate and organize your ideas
- Draft quickly and painlessly

Apply your learning by drafting a document of your choice to bring to the next session. Your facilitator is available to answer questions and provide coaching.

### Revise your draft for clarity and style

Learn to:

- Structure your document—put your main point up front and make your document easy to scan
- Energize your writing by using a clear, concise style
- Use a positive tone to build and maintain good relationships
- Use the 5 Cs template to quickly structure good news, bad news, recommendations

Complete exercises in the manual to practice your skills. Assess your own writing and revise your draft for structure and style. Your facilitator is available to answer questions and provide coaching.

## **Grammar and punctuation**

Learn to fix common grammar and punctuation mistakes that good writers make. Complete grammar and punctuation exercises in your manual to reinforce learning. Revise your own documents for grammar and punctuation.

## **Email etiquette**

Learn to practice the rules of email etiquette to engage your readers, save them time and inspire them to act.

## **Workshop**

Exchange documents with your peers and learn how to review each other's work. Workshop your document with a small group, where you give and receive feedback to take your writing to the next level.