

English Business Writing Skills

Aim

To supply the learners with the necessary knowledge and confidence, enabling them to conduct professional e-mail and letter writing including minute taking. This workshop is geared towards English Second Language users and does address basic grammar and common errors.

About this Course...



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Who Should Attend this Course?

This course will benefit all staff whose job involves compiling business texts and emails, focussing on English 2nd Language Speakers

Outcome

The learners will have the knowledge to deliver a professional and well-presented business letter and e-mail and will be able to transcribe minutes accordingly.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
12153	4	5	Use the writing process to compose texts required in the business environment

Duration: 2-Days

Content

How do I Improve my English?	<ul style="list-style-type: none"> • Why is it so important? • Free resources and practical suggestions
Basic English Building Blocks	<ul style="list-style-type: none"> • The basics from nouns and verbs to direct and indirect speech
Common Grammatical Errors to Avoid	<ul style="list-style-type: none"> • A comprehensive list of grammatical and spelling errors • Mistakes we commonly make with the DREADED apostrophe! • Pairs of words often confused
Emphasis – How and Why	<ul style="list-style-type: none"> • What makes for better business writing? • Being coherent in your approach • What constitutes a good letter or email?
The Six C's of Business Letter Writing	<ul style="list-style-type: none"> • Clear, concise, correct, courteous, convincing, and complete • The basics explained • Email specifics • Email etiquette
Business Letter Writing Checklist	<ul style="list-style-type: none"> • A comprehensive check and editing list • Editing and proof reading
Opening and Closing Letter formats	<ul style="list-style-type: none"> • Avoid a confusing close • Providing templates
Conversational Style Techniques	<ul style="list-style-type: none"> • Getting the right tone and keeping to the point, using plain English, avoiding unnecessary jargon
Sentence Construction	<ul style="list-style-type: none"> • Getting the sentence structure right • Watch your average sentence length
Getting the Navigation Right	<ul style="list-style-type: none"> • For longer letters... • Using headings
The Language of Minute Taking	<ul style="list-style-type: none"> • Getting the tenses right • Action minutes template