



English Business Writing Skills

Course Outline



Your business outcomes are our priority. Proving impact in real time.

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 addresses basic grammar and common errors.

About this Course...

I can't make head or tail of their team wanting to play the games there; where they're directly in the sun.

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

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2-Days

Content

Topic	Details
How do I Improve my English?	• Why is it so important? • Free resources and practical suggestions
Basic English Building Blocks	• The basics from nouns and verbs to direct and indirect speech
Common Grammatical Errors to Avoid	• 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	• 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	• Clear, concise, correct, courteous, convincing, and complete • The basics explained • Email specifics • Email etiquette
Business Letter Writing Checklist	• A comprehensive check and editing list • Editing and proof reading
Opening and Closing Letter formats	• Avoid a confusing close • Providing templates
Conversational Style Techniques	• Getting the right tone and keeping to the point, using plain English, avoiding unnecessary jargon
Sentence Construction	• Getting the sentence structure right • Watch your average sentence length
Getting the Navigation Right	• For longer letters... • Using headings
The Language of Minute Taking	• Getting the tenses right • Action minutes template

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)