

# Business Writing Skills Seminar

**Designed for:** Anyone who needs to develop effective business writing skills.

**Prerequisites:** A reasonable standard of English grammar.

**Objectives & benefits:** To improve standards and presentation of business documents through the development of good practice techniques in the workplace.

**Cost:** 5500 (MUR)

## Course Content:

- Different types of letters
- Problems in replying to letters: 'bad' examples; ineffective communications
- Identify the steps to developing effective letter writing
- Writing for the reader
- The Planning process
- Common errors in business writing: a detailed look at examples of what to avoid to achieve greater accuracy and clarity
- Keeping your documents short and simple
- Visual impact and formats: letters; memos; faxes; covering letters; complaint letters and replies to complaint letters; letters of appreciation; inter-office written communications; electronic communication
- Proof reading: guidelines for good practice
- Developing a personal action plan