

Business Writing for Support Staff

This 16-hour business writing training course prepares participants to compose "routine" emails, letters, memos, and to edit those of their supervisors. Additionally, business writing course participants learn to select appropriate formats for letters, memos, and longer documents, including the most effective use of headings, lists, charts, and graphs. Finally, the business writing workshop focuses on skills in editing for conciseness, clarity, style, and grammar.

Key Objectives

- Compose "routine" emails, letters, and memos
- Select and set up appropriate formats for reports and proposals
- Edit supervisors' first drafts for clarity and grammatical correctness

Who Should Attend

Secretaries, administrative assistants, and others whose time is split between drafting their own correspondence and brief reports and editing the work of others

Materials/Texts

Participants will receive two books written by Dianna Booher, *E-Writing: 21st-Century Tools for Effective Communication* (Simon & Schuster/Pocket Books) and *Booher's Rules of Business Grammar: 101 Fast and Easy Ways to Correct the Most Common Errors* (McGraw-Hill). A consultant-provided manual and the participants' own writing samples will serve as class exercises. Job-aid cards are also included.

Class Size

Up to 20 participants